

SIBLEY MEMORIAL HOSPITAL

patient and family resource guide



SIBLEY MEMORIAL
HOSPITAL

JOHNS HOPKINS MEDICINE

WELCOME

We are honored that you have placed your trust in us by choosing Sibley Memorial Hospital for your health care needs. Our goal is to earn that trust by providing you the best possible care and service during your stay.

Sibley is a proud member of Johns Hopkins Medicine, one of the most respected names in medicine throughout the world. Our affiliation with the Johns Hopkins Health System expands our resources while honoring our mission to deliver excellence and compassionate care—every person, every time.

This guidebook was designed to provide important information about our services and resources and to answer any questions you have. If you have additional questions or concerns, please do not hesitate to ask. Any suggestions you have will be gratefully received and appreciated.

On behalf of the Sibley family, we are grateful for the opportunity to care for you.

Sincerely,



Hasan Zia, M.D., M.B.A., F.A.C.S.
President & COO
Sibley Memorial Hospital
Johns Hopkins Medicine



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I. PATIENT- AND FAMILY-CENTERED CARE

We consider you and your family* active members of your care team. We value and adhere to the core principles of patient- and family-centered care as defined by the Institute for patient- and Family-Centered Care:

Dignity and Respect We listen to and honor patient and family perspectives and choices. We incorporate knowledge of patient and family values, beliefs and cultural backgrounds into the planning and delivery of your care.

Information Sharing We share timely, complete, accurate and unbiased information with patients and families so they can participate effectively in care and decision-making.

Participation Health care providers, along with you and your family, share in the care and decision-making at the level you choose.

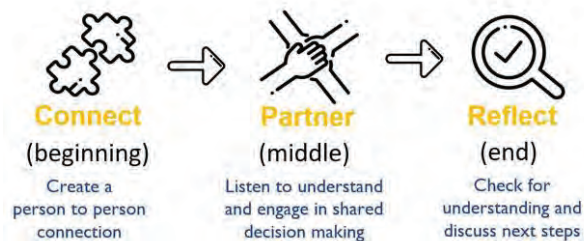
Collaboration Patients, families and health care providers all work together in the delivery of care and in developing, implementing and evaluating policies and programs.

Patient and Family Advisory Council (PFAC) The PFAC, in partnership with Sibley Memorial Hospital leadership, clinicians and staff, seeks to promote a culture of patient- and family-centered care, infusing the voice of the patient and family into every aspect of excellence and compassionate care. Please contact patientfamilycouncil@jhmi.edu for more information.

Family Activated Rapid Response If you see a sudden decline in condition, immediately tell your nurse or physician or call the rapid response team at **x7000 from a hospital phone**. Tell the operator your location and let the nurse know that you called. A Rapid Response Team is a group of highly trained medical professionals who will arrive at a patient's bedside to assess his or her condition and provide needed emergency care.

Caring Communication Model

The Johns Hopkins Medicine patient experience is based partly on your expectations of what is going to happen, and your journey through our system, even beyond admission and discharge. While you are with us, you can expect that the team will follow our caring communication model: Connect, Partner, Reflect.



2. PATIENT FEEDBACK

Complaints and Grievances — Patient Relations

At Sibley, we value your input. You can give us feedback by:

- Speaking with a member of your loved ones' health care team or asking to speak with a manager.
- Calling our patient relations office at **202-537-4267** with feedback regarding your experience.

Email concerns or compliments about your experience to sibleypatrelations@jhmi.edu.

Patient Satisfaction Survey Following your care, you may receive a patient satisfaction survey from the Press Ganey organization on behalf of Sibley Memorial Hospital. Please take a few minutes to complete the survey and return it to Press Ganey. We use your feedback to ensure we are delivering excellence and compassionate care—every person, every time.

*Family means whomever the patient chooses as his or her “care partner,” whether a relative, life partner, friend or paid caregiver. Family provides support, comfort and important information during the hospital stay, as well as when the patient returns home.

3. WI-FI & KEY PHONE NUMBERS

Wireless internet access is available throughout the campus. The service is free and provided for the convenience of patients and their care partners. To connect, select the “JHGuestNet” network from your device and accept the terms and conditions.

Key Phone Numbers

Admissions (registration)	202-537-4190
Billing (patient accounts)	443-997-3370
Case Coordination (discharge planning/social work)	202-537-4004
Chaplaincy Services	202-537-4084
Environmental Services (housekeeping)	202-537-4775
Family Activated Rapid Response	x7000 from any hospital phone
Financial Counseling	202-537-4160
Foundation	202-537-4257
Gift Shop (Serenity)	202-660-6474
Medical Records (health information management)	202-537-4088
Operator	202-537-4000
Patient Relations	202-537-4267
Physician Referral Line	1-855-546-3939
Room Service (meal requests)	202-227-3663 (FOOD)
Safety & Security	202-537-4674
Sibley Senior Association	202-364-7602
Telephone/TV Support	202-537-4070
Volunteer Services	202-537-4485

4. LANGUAGE INTERPRETATION AND SERVICES FOR THOSE WITH VISION OR HEARING IMPAIRMENTS

We want to make sure that the exchange of information between you, your family and your health care team is as clear as possible. That's why we offer our patients world language or sign language interpreters free of charge. If you need a professional world language or sign language interpreter, please call **410-614-4685**. If you have vision, speech, hearing and/or other impairments, our staff members can provide additional resources.

5. TRANSPORTATION, PARKING & VISITING

Transportation Shuttle service is available Monday through Friday between the Tenleytown Metro Station and Building A. See page 16 for shuttle schedule.

Parking Parking is available in the visitor's garage next to Building A for reasonable rates of up to \$12/day. We do not validate patient parking; however, if you are returning on the same day, please enter/exit the booth with an attendant and inform him or her that you will be returning.

Welcome around the Clock To make our patients' experiences as positive and caring as possible, a designated family member is welcome to be present with the patient 24-hours-a-day. Family presence for individual patients and units may vary if it compromises rights, safety or health.

Guidelines include:

- Children under 12 must be accompanied by a responsible adult.
- Please do not visit if you are experiencing signs of an illness.
- Quiet time for our patients to rest and recover is from 10 p.m. to 5 a.m. We appreciate your assistance in maintaining a peaceful and quiet environment.



Your family is
welcome
24-hours-
a-day.

Sibley is a tobacco-free environment. By eliminating smoking, our aim is to promote good health and well-being for the community that we serve. Sibley offers smoking cessation classes developed by the American Lung Association. Details can be found at **Sibley.org/quitsmoking**.

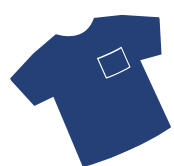
Service Animals Sibley welcomes your service animal during your inpatient or outpatient visit to any of our facilities; however, if the service animal poses a health risk, is not housebroken or is out of control, we may ask you to make other arrangements. For more detailed information, call patient relations at **202-537-4267**.

6. WHAT YOU CAN EXPECT FROM YOUR HEALTH CARE TEAM

Physician Team	<p>Patients may have a variety of providers during their stay, such as hospitalists, physician assistants (P.A.s), attending physicians, surgeons and/or specialists. They are dedicated to ensuring you receive the best, safest, most efficient and personalized care during your hospital stay. Hospitalists (your Sibley doctors) provide 24/7 physician services to address issues quickly, communicate directly with primary care physicians at all critical decision points, directly manage patient care and coordinate with specialists and other services.</p>
Nurses, Certified Nursing Assistants and Clinical Associates	<p>Registered nurses (R.N.s) and advanced-practice nurse practitioners (N.P.s) provide care 24-hours-a-day. Certified nursing assistants (C.N.A.s) and clinical associates (C.A.s) help with routine care. A nurse leader oversees the daily operations of each unit.</p>
Case Coordination/ Social Work	<p>Case coordinators are R.N.s or social workers who help you and your health care team create a transition plan for your care after you leave the hospital or the Renaissance. Plans may include assistance with the activities of daily living, nursing home or assisted living placement, home health care, rehabilitation and other services to meet your needs.</p>

Other members of the health care team include chaplain, pharmacists, respiratory therapists, physical and occupational therapists, dietitians, etc., who may see you during your stay with us.

Uniform Colors



Registered Nurses, Licensed Practical Nurses & Nurse Navigators
NAVY



Radiation Oncology Therapists & Medical Oncology Technicians
BURGUNDY



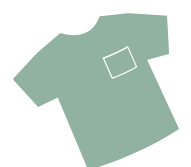
Nurse Practitioners & Physician Assistants
CIEL



Dietitians
BLACK



Lactation Consultants
PINK



Clinical Support
OLIVE



Pharmacy Technicians
DARK GREEN



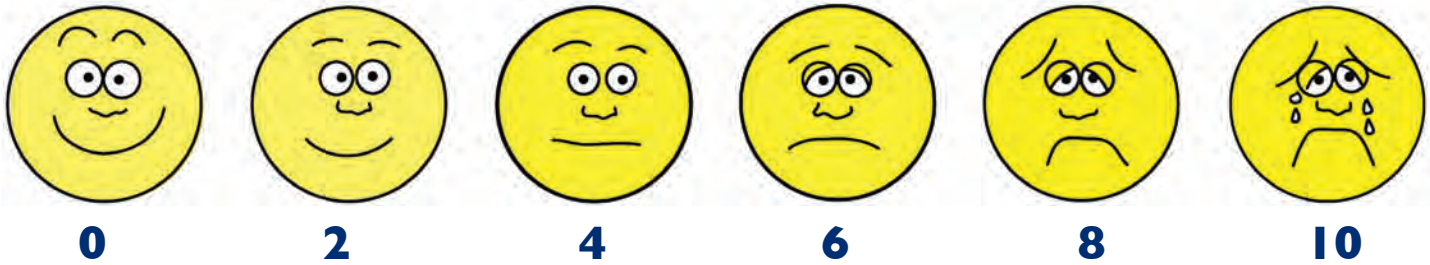
Respiratory Therapists
RED



Rehab Technicians & Therapists
PURPLE

Pain Management

We want to ensure your pain is well controlled and do everything we can to help manage any pain you may experience during your hospital stay. We will provide you with pain management options to best meet your needs. Below is a visual to assist you in communicating your pain score to your care providers.



Medications and Side Effects

Please have with you a list of all medications you take, including dosage information, administration times and allergies. If you brought your medications with you and they are not needed during your hospital stay, you may send them home, or our staff will send them to the pharmacy department for safe-keeping until you are discharged. We want you to understand any new medications you receive during your stay with us. In all inpatient rooms, there is a chart describing common side effects of medications.

Please ask your care team if you have any questions regarding the **WHICH**, **WHAT** and **WHY** of every new medication we provide you.

- WHICH**—Name of the new medication
- WHAT**—Possible side effects
- WHY**—Reason for the new medication

LET'S TALK SIDE EFFECTS
This sheet will provide you with information on why you were prescribed new medications when you entered the hospital and the most common side effects of those medications.



REASON FOR MEDICINE	EXAMPLE MEDICINE NAMES/GENERIC (BRAND)	MAY CAUSE THESE MOST COMMON SIDE EFFECTS
Pain Relief	<ul style="list-style-type: none"> Fentanyl Hydrocodone/Acetaminophen (Vicodin®, Lortab®) Hydromorphone (Dilaudid®) Morphine Oxycodone/Acetaminophen (Percocet®) Oxycodone (Roxicodone®) Tramadol (Ultram®) 	<ul style="list-style-type: none"> Dizziness Constipation Queasiness Throwing up Rash Confusion Itching
Blood Thinner to Prevent or Stop Blood Clots	<ul style="list-style-type: none"> Enoxaparin (Lovenox®) Dalteparin (Fragmin®) Heparin Warfarin (Coumadin®) Aspirin Clopidogrel (Plavix®) 	<ul style="list-style-type: none"> Risk of bleeding Bruising
Antibiotics and Antivirals for Infections	<ul style="list-style-type: none"> Azithromycin (Zithromax®) Cefazolin (Ancef®) Ceftriaxone (Rocephin®) Clindamycin (Cleocin®) Doxycycline Meropenem (Merrem®) Moxifloxacin (Avelox®) Ciprofloxacin (Cipro®) Metronidazole (Flagyl®) Piperacillin/Tazobactam (Zosyn®) Vancomycin (Vancocin®) Oseltamivir (Tamiflu®) 	<ul style="list-style-type: none"> Stomach upset Indigestion Diarrhea Rash/flushing
Queasiness or Vomiting	<ul style="list-style-type: none"> Ondansetron (Zofran®) Prochlorperazine (Compazine®) Scopolamine Patch 	<ul style="list-style-type: none"> Headache Constipation Tiredness Drowsiness
Constipation	<ul style="list-style-type: none"> Docusate (Colace) Docusate and Senna (Senokot-S) Polyethylene Glycol (Miralax) Bisacodyl (Dulcolax) 	<ul style="list-style-type: none"> Cramping Loose stools Diarrhea Flatulence

Healing Environment

To maintain a peaceful and healing environment, please refrain from cell phone usage in the clinical hallways and outside patient rooms. We also have a Quiet Nights program for our patients to rest and recover. Evening lighting starts at 8 p.m. and Quiet Nights lighting is from 10 p.m. to 5 a.m.

7. FOOD, BEVERAGES, GIFT SHOP & CENTRE SIBLEY

Your Nutrition

Your diet is prescribed by your physician. Our clinical dietitians monitor your nutritional needs and are available to answer your questions at **202-537-4641**.

Inpatient Meal Service

You can order a meal at any time between 6:30 a.m. and 6:30 p.m. The room service operator can assist you in making food selections for any special diet you may need during your stay. For more information, refer to your Room Service Menu or speak with a room service operator. To place your meal order, call the room service line at **202-227-3663 (FOOD)**.

Vending Machines

Vending areas are located in the family lounge of the Emergency Department, adjacent to the cafeteria in Building C* and on floors 2, 4* and 6, with coffee vending on floor 7 of Building B.

Magnolia Cafe

Our cafeteria is located on Floor G of Building C to the right as you exit the elevators. Open daily.

- **Breakfast** – 6:30 a.m. to 10 a.m.
- **Lunch** – 11:30 a.m. to 2 p.m.
- **Light fare** – 2 p.m. to 3:30 p.m.
- **Dinner** – 4:30 p.m. to 7 p.m.

Puree Artisan Juice Bar

Organic, vegan, raw and fresh cold-pressed juice bar located in Building B Floor I. It is open Monday through Thursday from 7 a.m. to 7 p.m., Friday, 7 a.m. to 6 p.m.

Serenity Gift Shop

Located in the lobby of Building A, it is open Monday through Friday from 9 a.m. to 4:30 p.m.

*Vegetarian and gluten-free vending options available 24/7.

Centre Sibley Located in our Building B lobby, Centre Sibley provides a wide range of support for you and your loved ones. The team can assist with travel arrangements, toiletries, minor business needs and more. Need a place to work, a computer, a phone charger, an item to help celebrate a new baby or milestone? We can help. Our goal is to assist with the little things, so you don't have to worry about them. For a full list of our offerings, visit CentreSibley.com/catalog.

8. YOUR ROOM—TV, REMOTE, PHONE AND ISOLATION

TV Our TV services include basic TV channels, health education and the C.A.R.E. (Continuous Ambient Relaxation Environment) channels: 68—music and nature scenes; 69—guided imagery. All channels are free.

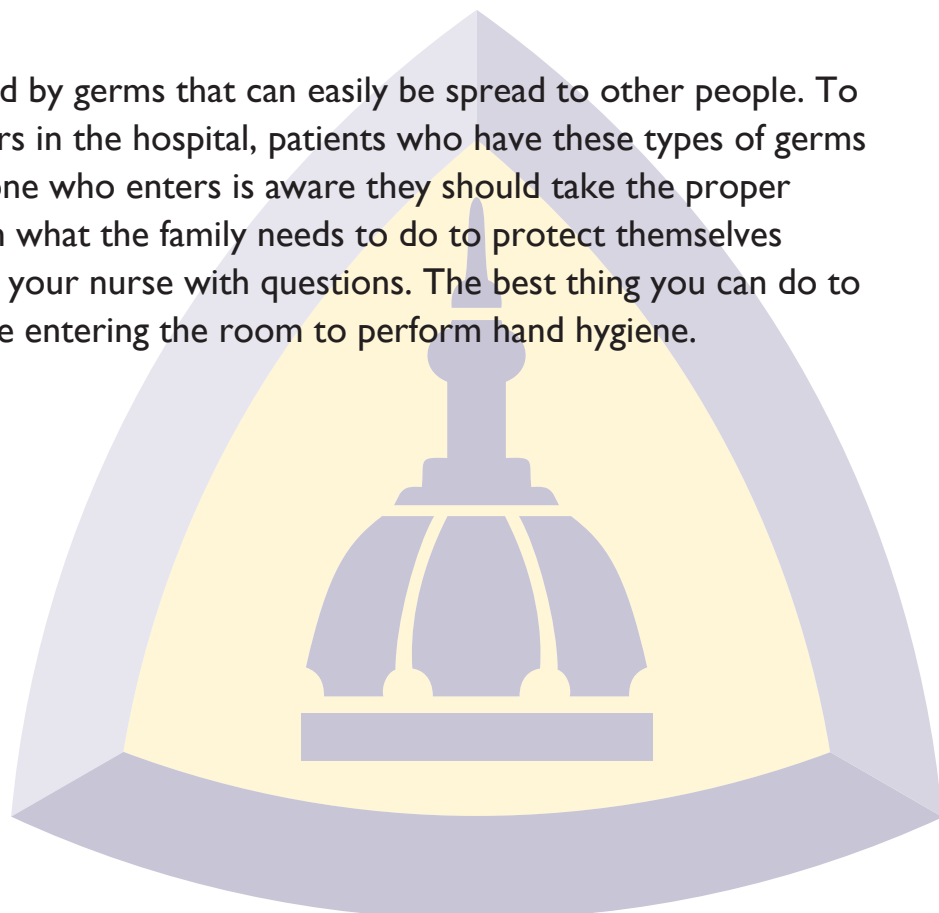
Remote Press the HOME button on your remote to access your viewing options, including Watch TV Now and the Channel Guide.

Phone To make phone calls:

- Within the hospital: Dial the four-digit extension
- Calls to Washington, D.C., Maryland or Virginia: Dial “9” + area code + phone number
- Long-distance calls: Dial “9” + “1” + area code + phone number



Isolation Some patients have illnesses caused by germs that can easily be spread to other people. To help prevent the spread of infection to others in the hospital, patients who have these types of germs will have a sign on their door so that everyone who enters is aware they should take the proper precautions. These signs give instructions on what the family needs to do to protect themselves before entering the patient's room. Contact your nurse with questions. The best thing you can do to protect yourself from germs is to ask anyone entering the room to perform hand hygiene.



9. VALUABLES/LOST BELONGINGS

Please send all valuables home at the time of your admission, including cash, jewelry, purses, wallets, money, credit cards, checkbooks and electronics.

If no one is available to take your valuables home, Building B has a safe in each patient room. Enter four to six digits and press lock to close the safe. Enter those same four to six digits to open it. If you are a patient in critical care (Building C) or the skilled nursing unit (Building D), please call security at **202-537-4674** to secure your valuables until discharge.

Before storing items in your room or with security, label all personal-use items (or their cases) with your name and inform the staff that you have brought these items with you so they may document them on your chart. Do not leave these items unattended at any time.

Sibley is not responsible for lost valuables or personal items. Check your personal items before leaving the hospital. If you deposited valuables with security, ask your nurse to notify a security officer so we can retrieve your items.

10. OUR COMMITMENT TO YOU

Nondiscrimination Promise It is the policy of Sibley Memorial Hospital and the Johns Hopkins Health System to provide services to all people, regardless of age, race, color, ethnicity, national origin, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression, or any other protected classification identified under applicable federal, state and local laws, regulations or statutes. Sibley Memorial Hospital does not discriminate against visitors based on age, gender, race, national origin, religion, sexual orientation, gender identity or disabilities.

Grievance Process You and your family have the right to express concerns about the care you are receiving with your doctor, nurse, nurse manager or department manager. You also may contact patient relations at **202-537-4267**, Monday through Friday from 7:30 a.m. to 4:30 p.m. After business hours and on the weekends, contact the operator (dial "0") and ask to be connected to the patient care services nursing coordinator. You are welcome to put your concerns in writing and send to patient relations at Sibley Memorial Hospital, 5255 Loughboro Road, NW, Washington, DC 20016 or email patientrelations@jhmi.edu.

PATIENT RIGHTS & RESPONSIBILITIES

To promote patient safety, we encourage you to speak openly with your health care team, be well informed and take part in care decisions and treatment choices. Join us as active members of your health care team by reviewing the rights and responsibilities listed below for patients and patient representatives.

Patient Rights

You or your designee have the right to:

Respectful and Safe Care

1. Be given considerate, respectful and compassionate care.
2. Have a family member/friend and your doctor notified when you are admitted to the hospital.
3. Be given care in a safe environment, free from abuse and neglect (verbal, mental, physical or sexual.)
4. Have a medical screening exam and be provided stabilizing treatment for emergency medical conditions and labor.
5. Be free from restraints and seclusion unless needed for safety.
6. Know the names and jobs of the people who care for you.
7. Know when students, residents or other trainees are involved in your care.
8. Have your culture and personal values, beliefs and wishes respected.
9. Have access to spiritual services.
10. Have conversations with the Ethics Service about issues related to your care.
11. Be treated without discrimination based on race, color, national origin, age, gender, sexual orientation, gender identity or expression, physical or mental disability, religion, ethnicity, language or ability to pay.
12. Be given a list of protective and advocacy services, when needed. These services help certain patients (e.g., children, elderly, disabled) exercise their rights and protect them from abuse and neglect.
13. Ask for an estimate of hospital charges before care is provided.

Effective Communication and Participation in Your Care

14. Get information in a way you can understand. This includes sign language and foreign language interpreters and vision, speech and hearing aids provided free of charge.
15. Get information from your doctor/provider about:
 - Your diagnosis
 - Your test results
 - Outcomes of care
 - Unanticipated outcomes of care
16. Be involved in your plan of care and discharge plan or request a discharge plan evaluation at any time.
17. Involve your family in decisions about care.
18. Ask questions and get a timely response to your questions or requests.
19. Have your pain managed.
20. Refuse care.
21. Have someone with you for emotional support, unless that person interferes with your or others' rights, safety or health.
22. Ask for a chaperone to be with you during exams, tests or procedures.
23. Choose your support person and visitors and change your mind about who may visit.
24. Select someone to make health care decisions for you if at some point you are unable to make those decisions (and have all patient rights apply to that person).

End of Life Decisions

25. Create or change an advance directive (also known as a living will or durable power of attorney for health care).
26. Have your organ donation wishes known and honored, if possible.

Informed Consent

27. Give permission (informed consent) before any non-emergency care is provided, including:
 - Risks and benefits of your treatment
 - Alternatives to that treatment
 - Risks and benefits of those alternatives
28. Agree or refuse to be part of a research study without affecting your care.
29. Agree or refuse to allow pictures for purposes other than your care.

Privacy and Confidentiality

30. Have privacy and confidential treatment and communication about your care.
31. Be given a copy of the HIPAA Notice of Privacy Practices.

Complaints and Grievances

32. Complain and have your complaint reviewed without affecting your care. If you have a problem or complaint, you may talk to your doctor, nurse manager or a department manager.
33. You may also contact patient relations at 202-537-4267 between 7:30 a.m. and 4:30 p.m. After 4:30 p.m. or on weekends and holidays, you may reach the patient care services coordinator through the page operator at 202-537-4111.
34. If your issue is not resolved to your satisfaction, other external groups you may contact include:
Hospital's Quality Improvement Organization (QIO) for coverage decisions or to appeal a premature discharge

Livanta Organization for Beneficiary Family-Centered Care (BFCC-QIO)
10820 Guilford Road, Suite 202, Annapolis Junction, MD 20701
866-396-4646 (helpline)
866-985-2660 (TTY)

State Agency Washington, D.C. Department of Health
899 North Capitol Street, NE, Washington, DC 20002
202-442-5955

Accreditation Agency The Joint Commission Office of Quality and Patient Safety
One Renaissance Blvd., Oakbrook Terrace, IL 60181
1-800-994-6610
patientsafetyreport@jointcommission.org

To address any discrimination concerns, you may also file a civil rights complaint with the
U.S. Department of Health and Human Services Office for Civil Rights
200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201
1-800-368-1019 or 1-800-537-7697 (TDD)
OCRMail@hhs.gov
Complaint forms are available at hhs.gov/ocr/office/file/index.html

Patient Responsibilities

You have the responsibility to:

- Provide accurate and complete information about your health, address, telephone number, date of birth, insurance carrier and employer.
- Call if you cannot keep your appointment.
- Be respectful of your hospital team from the doctors, nurses and technicians to the people who deliver your meals and the cleaning crews.
- Be considerate in language and conduct of other people and property, including being mindful of noise levels, privacy and number of visitors.
- Be in control of your behavior if feeling angry.
- Give us a copy of your advance directive.
- Ask questions if there is anything you do not understand.
- Report unexpected changes in your health.
- Follow hospital rules.
- Take responsibility for the consequences of refusing care or not following instructions.
- Leave valuables at home.
- Keep all information about hospital staff or other patients private.
- Do not take pictures, videos or recordings without permission from hospital staff.
- Pay your bills or work with us to find funding to meet your financial obligations.

SPEAK2US Hotline

When you have a concern, call **1-844-SPEAK2US**. Call 24-hours-a-day, seven days a week if you see any ethical/legal violations, questionable billing activity, or conflicts of interest/policy violations, including non-compliance with federal privacy regulations and other concerns.

Photography and Recording Policy

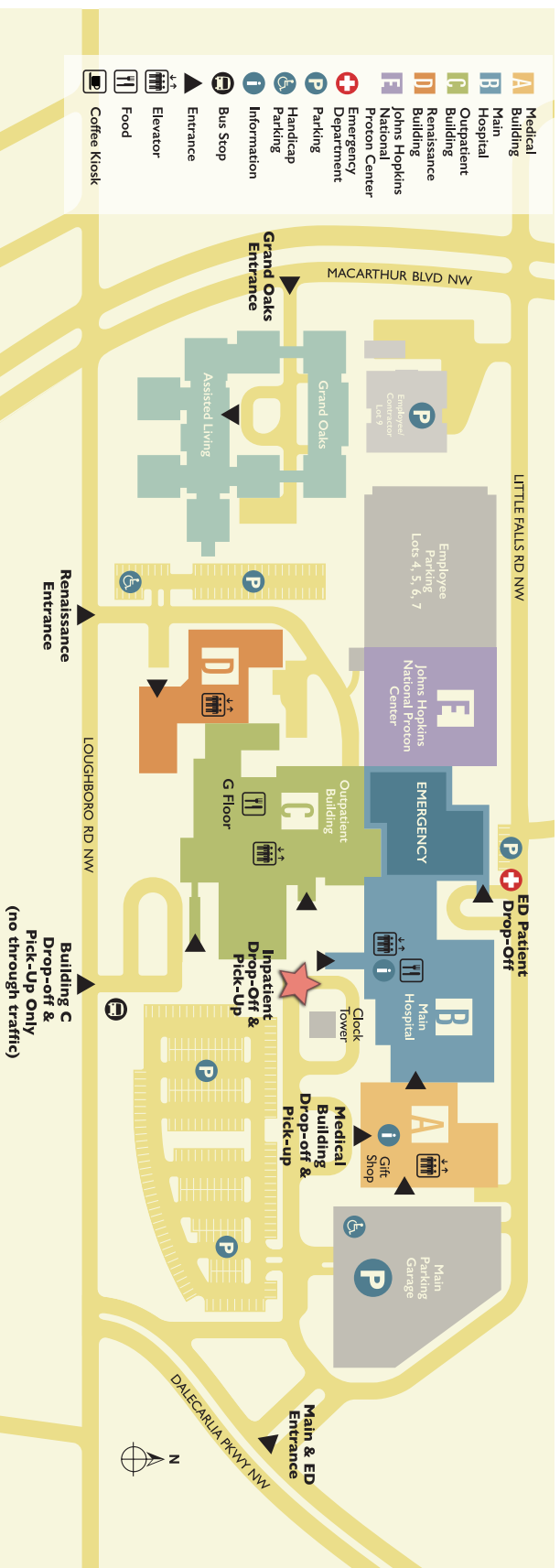
To ensure patient confidentiality, hospital policy does not permit videotaping, still photography or audio recording except in a patient's room. These photos may include only the patient, family members and/or their designee. Videotaping, audio-recording and/or photographing by any modality, including cellphone cameras, any care provided to patients is prohibited. This includes, but is not limited to, the birth process, birth procedures, newborn care and newborn exams.

II. DISCHARGE (When you leave Sibley)

During the discharge process, please ask questions to make sure everything is clear. You and your family will receive information regarding:

- New medications or medication changes, including their purpose and side effects
- Your diagnosis
- Diet and activity instructions
- Concerning signs or symptoms that require attention after you leave
- Any help at home that has been arranged
- Follow-up appointment instructions

12. CAMPUS MAP



Directions:

Follow signs to Building _____

Take elevator to Floor _____

Follow signs to your destination.

If you need additional assistance, stop by one of the information desks on Floor 1 in Buildings A or B.

Building A	Floor
Credit Union (NIH Federal Credit Union)	1
Gift Shop (Serenity)	1
Imaging/Radiology (Outpatient Imaging Center)	G
Johns Hopkins Dermatology	1
Johns Hopkins Specialty Care	3
Endocrine Surgery	
Gastroenterology & Hepatology	
General Surgery	
Infectious Disease	
Neurology	
Orthopaedic Surgery	
Orthopaedic Oncology Surgery	
Pain Management	
Urology Surgery	
Johns Hopkins Surgery	1
Johns Hopkins Thoracic Surgery	4
Primary Care (Sibley Primary Care)	3
Surgery Center (Ambulatory Surgery Center)	G

Building B	Floor
Advanced Critical Care (ACCU) Unit	5
Cancer Center (The Sidney Kimmel Cancer Center)	1
Medical Oncology	
Radiation Oncology	
Cashier	G
Education & Training	G
Emergency Department	G
Family Centered Care Unit (FCCU)/Postpartum	4
Foundation	1
Glidenhorn Institute of Bone and Joint Health	6
Human Resources	G
Labor & Delivery/Obstetrics	3
Lactation Services	4
Maternal Fetal Medicine	3
Medical/Surgical Units	7
Occupational Health	G
Oncology Unit	5
Operating Rooms	2
Orthopaedic Unit	6
Patient Relations	1
Purée Artisan Juice Bar	1
Rehabilitation Clinic	6
Sleep Center	6
Special Care Nursery	3
Surgical Reception & Family Lounge	2
Volunteer Services	1
Wound Care	7

Building C	Floor
Behavioral Health/Psychiatry	7
Cafeteria (Magnolia Cafe)	G
Chapel (Interfaith Chapel)	1
Coffee Kiosk (Starbucks)	1
Dietitian, Outpatient	1
Endoscopy/Outpatient Procedures Suite	1
Intensive Care	2
Imaging/Radiology (Main Department)	G
Medical Records	1
Patient Registration	1
Pre-Surgical Testing Center	1

Building D	Floor
Bariatric Surgery (Center for Weight Loss Surgery)	4
Breast Center (Sullivan Breast Center)	4
Imaging	
Surgery	
Gynecologic Oncology & Surgery	4
Memory Care (Oasis Neighborhood)	2
Rehabilitation Services	
Rehabilitation Services (Center for Rehabilitation Services)	1
Renaissance Nursing Facility	3
Sibley Senior Association	1
Washington Hearing & Speech Center	1

Building E	Floor
Johns Hopkins Proton Therapy Center	

13. CODE OF BEHAVIOR

Sibley Memorial Hospital's goal is to provide quality care in a safe environment — safe for staff, patients, families and visitors. Our code of behavior requires that each person treat others with courtesy and respect. **Any verbal or physical behavior that causes staff, patients, families or visitors to feel threatened, uncomfortable or embarrassed is unacceptable.**

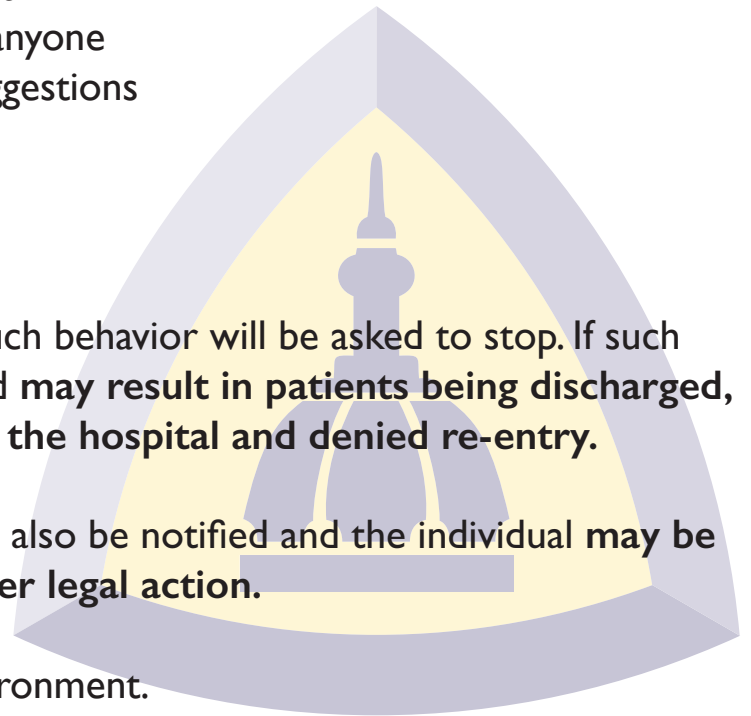
Sibley expects all individuals in The Johns Hopkins Health System to refrain from:

- Using foul language, racist comments or name-calling
- Videotaping or recording without consent
- Threatening or attempting to intimidate anyone
- Making sexually explicit comments or suggestions
- Touching someone inappropriately
- Using physical violence
- Damaging hospital property

Those individuals who do not refrain from such behavior will be asked to stop. If such behavior persists, security will be notified and **may result in patients being discharged, or family or visitors being escorted out of the hospital and denied re-entry.**

Depending upon the behavior, the police may also be notified and the individual may be **charged with a crime or be subject to other legal action.**

Thank you for helping us maintain a safe environment.



14. PATIENT ID



Your safety is our number one priority at Sibley. One of the many ways we help ensure safety is by making sure that we properly identify our patients. Expect that we will ask you at a minimum, your first name, last name and date of birth when you come into the hospital, as well as before medications and treatments. You will receive a patient identification band with your name, date of birth, and Sibley identification number. We will use this identification band to verify your personal information throughout your stay with us. It is our mission to properly identify you, even if your stay with us is extended and you are familiar with our medical team. We appreciate your understanding as we take these very important steps for your safety.

15. MYCHART BEDSIDE

MyChart Bedside is a free tablet application that helps you become more involved in your care while you are in the hospital.

With MyChart Bedside, you can:

- Put names to faces.
- See your medications.
- Learn more about your care.
- Read about your tests, procedures and treatments.



MyChart Bedside – Features and Navigation Tips

- The first time you use MyChart Bedside you will need to create a PIN. If you forgot your PIN, ask someone on your unit for a PIN reset. You will have 10 chances to enter your correct PIN before being locked out of MyChart Bedside.
- Hold the tablet in landscape orientation (sideways) for the best view of the MyChart Bedside menu. Scroll through menu items on the left side of the screen to access important information about your hospital stay, along with links to helpful resources.
- To control the volume, double tap the gray “Home” button.
- If you still cannot hear after turning up the volume, ask for a purple tablet that is enabled for headphones.
- To change the language to Spanish, go to **Settings > General > Language and Region > iPad Language**.
- Permission from a staff member is required before recording any audio or video on the iPad.
- You will need to use your own account to access apps such as Netflix or Kindle.

Check out the MyChart Bedside FAQ menu on your tablet to learn more. If you speak a non-English language, we offer you language assistance services, free of charge.

Please note: Not all patients are eligible for a MyChart Beside Tablet based on medical status and availability. Please inform your care team if you have any questions.

16. SHUTTLE SCHEDULE

FROM TENLEYTOWN METRO TO SIBLEY MEMORIAL HOSPITAL	FROM TENLEYTOWN METRO TO SIBLEY MEMORIAL HOSPITAL	FROM SIBLEY MEMORIAL HOSPITAL TO TENLEYTOWN METRO	FROM SIBLEY MEMORIAL HOSPITAL TO TENLEYTOWN METRO
PICK-UP LOCATIONS 1) Albermarle St. NW/Fort Dr. NW 2) Albermarle St. NW/40th St. NW	PICK-UP LOCATIONS 1) Albermarle St. NW/Fort Dr. NW 2) Albermarle St. NW/40th St. NW	PICK-UP LOCATION Building A, Traffic Circle (5215 Loughboro Rd. NW)	PICK-UP LOCATION Building A, Traffic Circle (5215 Loughboro Rd. NW)
AM	PM	AM	PM
6:00	2:35	6:20	2:15
6:40	3:15	7:00	2:55
7:20	3:55	7:40	3:35
8:00	4:35	8:20	4:15
8:40	5:15	9:00	4:55
9:20	5:55	9:40	5:35
10:00	6:35	10:15	6:15
11:15	7:15	11:35	6:55
PM	PM	PM	PM
noon	7:55	12:22	7:35
12:45	END OF SERVICE	1:07	8:35
1:30			



SIBLEY MEMORIAL
HOSPITAL

JOHNS HOPKINS MEDICINE

Sibley Memorial Hospital
5255 Loughboro Road, NW, Washington, DC 20016
202-537-4000 | Sibley.org