

# Welcome



*Dear Patients and Families:*

Welcome to UTMB Health. We are pleased that you have selected us to provide your medical care. During your hospital stay, we will do everything possible to make you comfortable. If you have any questions or concerns, please do not hesitate to ask your physician or nurse.

In addition, if you have any concerns regarding the quality or safety of your care, or feel at any time that you are not being treated in a fair and compassionate manner, please call the Patient Services Department at (409) 772-4772 to register your concern.

If UTMB Health cannot resolve your concerns to your satisfaction, you are encouraged to contact The Joint Commission by fax at (630) 792-5636 or by e-mail: [complaint@jointcommission.org](mailto:complaint@jointcommission.org). For more information, visit their web site at [www.jointcommission.org](http://www.jointcommission.org).

We know you have choices for your health care provider, and we are honored you have chosen UTMB Health.

Sincerely,

Donna K. Sollenberger, EVP & Chief Executive Officer  
UTMB Health System



# Food Services

## Food Services

### Coffee Shops

The coffee shop is located on the first floor of John Sealy Hospital near the lobby. Hours of operation are Monday through Friday from 6:30 a.m. to 5:00 p.m. Menu selections include lattes, regular coffee and iced coffees, as well as made-from-scratch baked goods.

MOD's Coffee Shop, a satellite location of a local small business, is located in the Moody Medical Library first floor. Hours of operation are 7:00 a.m. to 6:00 p.m., Monday through Friday.

### Patient Meals

Proper nutrition plays an important part in your recovery and continued good health. Food and Nutritional Services is dedicated to ensuring that your nutritional requirements are met in accordance with your physician's orders. Even those patients who are on a restricted diet have a variety of selections from which to choose. Your catering associate will explain your diet to you, supply you with our phone number in case you need

to contact us, and answer any questions you may have. Prior to each meal your catering associate will pay you a visit and give you choices for that meal. Additionally, if you have any requests for a favorite food, just ask and we may be able to prepare it for you! Guest trays are also available for \$5.00. Please call extension 29779 if you'd like to purchase one.

Meals are usually served during the following times; your catering associate can let you know specifically what time food is served on your floor.

Breakfast 6:30 a.m.–8:30 a.m.

Lunch 11:00 a.m.–1:00 p.m.

Dinner 4:00 p.m.–6:00 p.m.

If you need help selecting your meals or have a question concerning your diet, ask your catering associate to contact a dietitian.

### On-campus Visitor Dining

The Café on the Court is centrally located on the first floor of John Sealy Hospital and is open from 6:30 a.m. to 11:30 p.m. every day. A second café (Joe's Café) is located just west of the Ashbel Smith Building (Old Red) on the first floor of the Jamail Student Center and is open weekdays from 7:30 a.m. to 2:00 p.m.

## Visitors

## Visitors

### Family and Friends

Visitors can play an important role in the healing process for our patients. UTMB Health allows the patient to choose a family member, a friend or another individual or individuals to be present for support during the course of their hospital stay based on his or her preference. The patient also has the right to withdraw or deny such consent at any time. Patient care is our primary concern at UTMB Health. To enhance the quality of care, visiting hours and regulations have been established for each unit. Visiting hours for most areas of the hospital are from 9:00 a.m.–9:00 p.m. Patients may usually have two visitors at a time. Exceptions may be made at the discretion of the unit charge nurse, who has the authority to determine the number of visitors and length of visitation, based on patient needs and other unit activities. No exceptions will be based on race, color, national origin, religion, sex, gender identity, sexual orientation or disability. Because visiting hours or the number of visitors may be restricted depending on the patient's condition or type of patient care unit, visitors are encouraged to inquire about area-specific visitation standards.

Women, Infants, and Children's units each have specific policies to protect newborn babies and ensure a family-centered birthing

experience. Ask your nurse about these policies. All visitors in these areas and in ICU areas must call from the phone outside the unit to request entry.

### Visitor Conduct

Visitors are expected to conduct themselves in an appropriate manner considered consistent with community standards within a hospital environment. Visitors should be considerate of all patients by observing visiting hours, refraining from loud conversations or any other behavior that may disturb a patient, and abiding by other restrictions that are either described in this document or posted throughout the hospital.

### Waiting Areas

There are specially designated lounge areas for visitors on most patient floors and on the main floor in the lobby. Specific waiting areas have been designated for families of patients in the critical care units, the Emergency Department and Surgery.

### Online Guest and Visitor Guide

The UTMB Health Guest and Visitor Guide is an online resource dedicated to helping patients' family and friends find solutions to needs they have during their time with us. It contains information on a variety of options UTMB Health and/or Galveston offer for transportation, lodging, dining and area maps. Visit the site at [utmbhealth.com/visitor](http://utmbhealth.com/visitor) to help make your stay as easy as possible.

## Patient Services

### Television

Each patient room is equipped with a television. The program guide can be found on Channel 7 in English, and on Channel 42 in Spanish. All channels can be accessed at no charge. If your television is not working properly, please ask a member of your health care team for help.

### Services for Patients With Communication Impairments

Resources are available for patients who have communication impairments. These resources include: sign language interpreters, Text Telephones for the Deaf (TTDs), and telephone receiver amplifiers. To obtain any of these resources, please ask a member of your health care team.

### Foreign Language Interpreters

Foreign language interpreters are available for patients who prefer to discuss health care information in a language other than English. If you need an interpreter, please ask a member of your health care team.

### Ethics Consultation

Modern health care can sometimes raise ethical questions that cause confusion, anxiety or uncertainty about what course of action to take in a particular case. Any patient, family member or health care professional needing to discuss such questions in order to make a health care decision can call our Ethics Consultation Office at (409) 747-1230. Ethics consultations are advisory and free of charge.

### Personal Belongings

UTMB Health strongly recommends that you leave valuables at home or send them home with a friend or family member. For items that require special care, such as eyeglasses, dentures and hearing aids, ask your nurse to assist you in caring for these items, if needed. Please take care not to leave any of these items on your meal tray or lying on your bed, as they may be accidentally lost when your room is cleaned. The hospital is not responsible for the replacement of lost or damaged personal items in patient rooms or waiting areas.

### Gifts

#### Floral Deliveries

Flowers will be delivered to patient rooms, except for patients in our intensive care units (ICUs). Please keep in mind that large plants and flowers are difficult to deliver and must be removed upon discharge.

#### Gifts for Patients

Visitors should check with the nurse before bringing gifts of food or drink to patients. On the intensive care unit, please check with the unit regarding any gifts for patients.

### Gift Shop

The Gift Shop is located in the main hospital lobby. It is open weekdays from 7:00 a.m. until 9:00 p.m. and weekends from 9:00 a.m. to 8:00 p.m. The shop has gift items, jewelry, magazines, greeting cards, candy, toiletries, flowers and plants. The Gift Shop phone number is (409) 772-9800.

### Smoking

To provide a healthy and comfortable environment for our patients, visitors and employees, the use of all tobacco products is prohibited everywhere on the UTMB Health campus. This includes all buildings, patient rooms, stairwells, and outdoor grounds. This "no smoking" policy is strictly enforced.

### Mail

Mail addressed to patients is delivered to the nursing station each weekday. Mailboxes for outgoing items are located on each floor. In the event you have been discharged, mail will be returned to the sender unless other arrangements are made by the patient or patient's family prior to discharge. The Mail Services Department may be contacted at (409) 747-3260.

### Parking

Parking garages for patients and visitors are located on Market Street between University Boulevard and 8th Street (Garage 1) and at 10th Street and Harborside Drive (Garage 2). The Market Street garage provides easy access to John Sealy Hospital, and the Harborside facility is connected to the University Hospital Clinics Building. The parking fee in these garages is \$1.75 per hour, with a maximum charge of \$14 per day.

Garages are open 24 hours a day with attendants on duty in Garage 1 from 8:00 a.m.–10:00 p.m., everyday. Garage 2 attendants are on duty from 8:00 a.m.–7:00 p.m., Monday–Friday. Both garages accept cash or check while an attendant is on duty. When an attendant is not on duty, machines accept change, bills, and credit cards. The cost is \$5.00 to exit when no attendant is present.

Questions concerning parking should be directed to the Parking Facilities Office at (409) 772-1581, 8:00 a.m.–5:00 p.m., Monday–Friday. After hours and on weekends, contact the UTMB Health Police dispatcher at (409) 772-2691.

### Transportation

UTMB Health's Transportation Department is available 24 hours a day, 7 days a week to transport patients between our care units and service department areas. We also provide outpatient shuttle services to and from our Specialty Care Center at Victory Lakes and several other off-campus clinics. Shuttle service is provided Monday through Friday, except on UTMB holidays. For more information, please call (409) 772-2019.

### ATM

An ATM is located on the first floor of John Sealy Hospital next to the coffee shop.

### Pastoral Care

UTMB believes in providing care to the spiritual, as well as the physical and emotional, needs of each patient. Members of the Pastoral Care staff are available to assist you, whatever your faith tradition. You may contact our office at (409) 772-3909, or visit our office or the inter-faith chapel on the first floor of John Sealy Tower. The inter-faith chapel is open around the clock for prayer and meditation. Also please know, your own faith leader/spiritual guide is always welcome to visit you while you are in our hospital.

## Pain Management/ For Your Safety & Security

### *Calling Your Nurse*

A button to call your nurse is located at your bedside. When you press the button, the nurses station is alerted that you need assistance, and a light comes on above your door. A staff member will respond to your signal as soon as possible.

### *Managing Your Pain*

#### *As a patient at UTMB Health, you can expect:*

- Information about pain and pain relief measures.
- Concerned staff committed to pain prevention and management.
- Health professionals who respond quickly to reports of pain.
- State-of-the-art pain management.

#### *During your stay at UTMB Health, we encourage you to:*

- Ask your doctor or nurse what to expect regarding pain and pain management.
- Discuss pain relief options with your doctors and nurses.
- Work with your doctor and nurse to develop a pain management plan.
- Ask for pain relief when pain first begins.
- Help your doctor and nurse assess your pain.
- Tell your doctor or nurse if your pain is not relieved.
- Tell your doctor or nurse about any worries you have about taking pain medication.

### *Partnering With Our Patients*

UTMB Health is working to make health care safety a priority. We encourage our patients to be active participants in their health care through the use of the “Speak Up” program.

**S**peak up if you have any questions or concerns. If you don’t understand the answer you are given, ask again.

**P**ay attention to the care you are receiving. Ask questions when you don’t understand.

**E**ducate yourself about your diagnosis, medical tests and plan of care.

**A**sk a trusted family member or friend to be with you if you are unable to ask questions for yourself.

**K**now what medications you take.

**U**se a health care organization that has undergone rigorous on-site evaluations, such as UTMB Health.

**P**articipate in decisions about your treatment. You are an integral member of your health care team.

### *Rapid Response Team*

UTMB Health has a Rapid Response Team that can be called if you feel something is wrong with you, or your loved one.

#### *What is the Rapid Response Team?*

A Registered Nurse and Respiratory Therapist who specialize in critical care.

#### *Why would the team be called?*

- Changes in the way someone is breathing
- Changes in the way someone is talking or thinking
- Someone who becomes confused who is not usually confused
- Bleeding
- Seizures
- You are not sure what is wrong, but something just doesn’t seem right

#### *How would you ask for the Rapid Response Team?*

Ask your nurse (or your loved one’s nurse) to call the Rapid Response Team.

## Giving Back

### **Volunteer Services**

There are a wide variety of ways that you can volunteer at UTMB Health, depending on your interests and availability. Volunteering is a great way to contribute to your community and participate in helping patients and guests have the best experience they possibly can. If you are interested in volunteering your time and talent to serve others, contact Volunteer Services at (409) 772-2549.

### **Making a Gift to UTMB Health**

UTMB Health is fortunate that many of our patients make generous gifts to say thanks for the care they have received. They also give to make sure other patients have the same opportunities they did: to be tended to by some of the best and most compassionate caregivers in all of academic medicine.

Your gift will enhance the patient experience at UTMB Health. It can help purchase state-of-the-art equipment to diagnose and treat illness and injury. It can help construct the next generation of hospital facilities. Or it can help support the training of tomorrow's medical pioneers.

Your generosity can also light the spark of innovation, supporting the kind of groundbreaking research that gives hope to millions, whether it is the family struggling with Alzheimer's, the victim of severe burns undergoing a long rehabilitation process, or the brain injury victim working to rebuild his life.

To speak to someone about making a gift to UTMB Health, please contact the UTMB Health Development Office at (409) 772-8767 or visit us at [workingwonders.utmb.edu](http://workingwonders.utmb.edu).

### **Donate Blood**

Every blood donor is a vital part of patient care at UTMB Health. Blood donors must weigh 110 pounds or more and be at least 17 years old. Sixteen year olds may donate with a signed parental consent. Blood donors should eat before donating and inform the blood bank staff if they are taking medications.

Our patients may choose to designate specific individuals to donate blood for them. Please call (409) 772-4861 for more information or to schedule a blood donation appointment. The directed donor must have blood compatible with the patient and meet all donor requirements. A form signed by the patient, the doctor and the donor is required for directed donations.

### ***UTMB Health Blood Center has two locations:***

UTMB Health Campus – 5th floor of John Sealy Annex  
Room #5.212  
Monday-Friday 8:00 a.m. – 4:30 p.m.  
Multispecialty Center and Stark Diabetes Clinic  
2660 Gulf Freeway South, Suite 4, League City, Texas 77573  
Tuesday and Thursday, 8:00 a.m. – 5:00 p.m. 832-505-2016  
For more information call (409) 772-4861 or visit our website at [www.utmb.edu/bb](http://www.utmb.edu/bb) to learn more.

### ***Becoming a Transplant Donor***

Transplantation is one of the most remarkable success stories in the history of medicine. Despite continuing advances in medicine and technology, the demand for organs and tissue vastly exceeds the supply available for transplantation. Learn how to become a lifesaving organ or tissue donor at [DonateLifeTexas.org](http://DonateLifeTexas.org).

# Your Health Care Team

## Your Health Care Team



**Doctor:** Residents and medical students may assist the faculty physician in charge of in your care



**Nurse:** Plans your care with you, administers medicines and treatments, and make you as comfortable as possible



**Health Unit Coordinator:** Assists the health care team with clerical support



**Patient Care Technician:** Assists nurses with patient care needs



**Transportation:** Escorts patients within UTMB Health facilities

### Recognizing Your Health Care Team: A Guide to UTMB Health Uniforms

Providing the best patient care is our highest priority at the University of Texas Medical Branch (UTMB Health). Our team of well-trained, dedicated employees ensure your needs are met around the clock.

This guide to uniforms of several key members of your care team will help you determine the job of the person helping you at a given time. Depending on the reason for your stay, you may see a few or all of these team members. You may also see staff who may not be wearing a uniform, but who should introduce themselves and the reason for their visit anytime they serve you.

All UTMB employees who assist you during your stay should wear a UTMB Health ID badge. If you ever have a question about who is providing your care, please ask the person or call your nurse.



**Phlebotomist Laboratory Technician:**  
Draws blood samples needed for tests

**utmb** Health

Working together to work wonders.



**Occupational/Physical Therapist:**  
Helps you adapt to everyday tasks and regain mobility



**Food and Nutrition:** Provides a diet to meet your medical needs and eating habits



**Vascular/EKG/ECHO Technician:** Provides tests and treatments for your heart



**Respiratory Technician:** Helps you breathe easier using special equipment and procedures



**Radiology Technician:** Performs X-rays, ultrasounds, MRIs, CT scans and other imaging tests to help diagnose your condition



**Housekeeper:** Keeps your room and surrounding areas clean

# Financial Arrangements

## Financial Arrangements

All patients should familiarize themselves with the terms of their insurance coverage. This will help you understand the hospital's billing procedures and charges. If there is a question about your insurance coverage, a member of the Admitting Inpatient Registration Office will contact you or a member of your family while you are here. We will gather information, if needed, in order to process your claims for you.

### *If You Have Health Insurance*

We will need a copy of your identification card. We will ask your permission to directly bill and receive payment from your insurance provider.

### *If You Are a Member of an HMO or PPO*

Your plan may have special requirements, such as a second surgical opinion or pre-certification for certain tests or procedures. It is your responsibility to make sure the requirements of your plan have been met. If the requirements of your plan are not followed, you may be financially responsible for all or part of the services rendered in the hospital. In addition, some physician specialists may not participate in your health care plan and their services may not be covered.

### *If You Are Covered by Medicare/Medicaid*

We will need a copy of your Medicare card to verify eligibility and process your Medicare claim. You should be aware that the Medicare program specifically excludes payment for certain items and services, such as cosmetic surgery, some oral surgery procedures, personal comfort items, hearing evaluations and other costs. Deductibles and co-payments also are the responsibility of the patient. Medicaid also has payment limitations on a number of services and items.

### *If You Have No Insurance*

A representative from the Admitting Inpatient Registration Office will discuss financial arrangements with you. This representative is also available to assist you in applying for Medicaid or other government assistance programs.

### *One Bill*

The hospital is responsible for submitting bills to your insurance company and will do everything possible to expedite your claim. A guarantee of benefits or payment due cannot be made until the claim has been processed by your insurance provider. Please remember that your policy is a contract between you and your insurance company and you have the final responsibility for payment of your hospital bill. We have several payment options available to assist you in paying your bill.

UTMB Health will provide a single billing statement for all of your health care encounters. The new statement will combine all fees related to clinic visits, hospital stays and other charges associated with your visit(s) at UTMB Health.

### *Single Point of Customer Service*

In addition to the new statement, UTMB Health is also pleased to now offer a single point of customer service to our patients, so that we may answer all of your billing questions with one phone number, instead of requiring separate phone calls to different billing offices for hospital/clinic fees and health care provider charges.

We are pleased to answer your questions or provide more information. Our Customer Service Representative can be reached at 800-435-1871 or 409-747-1000.

In addition, when you check in at any of our clinics, our Patient Services Specialists will be able to discuss outstanding balances and conveniently assist you by collecting payments toward any balance due, helping you stay current with your health care financial responsibilities.

### *Courtesy Discharge*

You, a family member or financial representative may call the Admitting Inpatient Registration Office at any time prior to your discharge to take care of financial obligations; this may save you some time when you are ready to leave the hospital and return home.

### *Admitting Inpatient Registration Office Hours of Operation*

Monday – Friday: 8:00 a.m. – 5:00 p.m.

Saturday & Sunday: 8:00 a.m. – 2:00 p.m.

Phone Number (409) 747-4785

# Discharge

## Discharge Planning

As soon as you are admitted to the hospital, we begin making plans to help you prepare for discharge. When your physician or case manager discusses your discharge plans with you, you should begin making arrangements for your trip home. Please notify your nurse if you think there may be difficulties or delays in making these arrangements. Before discharge, you will receive instructions about post-hospital care from your nurse, including what symptoms or health problems to look out for after you leave the hospital. You should have your prescriptions filled at your local pharmacy. It is very important that you understand your physician's instructions and recommendations for your follow-up care. If you have any unanswered patient care questions or concerns during the discharge process, please ask your nurse or your Social Worker. We will work to resolve those issues before you leave UTMB. Please also check your room carefully before leaving to be sure you have all of your personal belongings.

## Patient Satisfaction Survey

Following your discharge, you will receive a patient survey that will be emailed or mailed to your home. It is important to remember when completing the survey to rate those services you received during your hospital stay. We value your honest opinion. Please tell us what we did right and also where improvements are needed. Your opinion matters most to us because it is the best way we can learn how to give you and

our other patients the best possible care. Please let us know prior to discharge if there are any issues we can resolve before you leave.

## UTMB Health Clinics

If you need continued medical treatment following your discharge, UTMB Health's extensive network of clinics offers services to meet your health care needs. For additional information about the clinics, or to schedule an appointment, call (409) 772-2222 locally or toll-free (800) 917-8906 outside of Galveston. This service is available 24 hours a day, 7 days a week. You may also make an appointment online or see clinic locations at [www.utmbhealthcare.org](http://www.utmbhealthcare.org).

## My Chart

MyChart is a secure electronic way to access your health information and communicate with your UTMB Health care team. All you need to use MyChart is internet access and an email account. With MyChart, you can now view billing statements online and pay family medical bills by credit card, send secure messages to your health care provider, request office appointments and view your recent clinic visits. You can also notify your health care team of phone and address changes, request prescription refills, view a list of your medications, released test results, immunizations, allergies, and family medical history information. Sign up for MyChart at <https://mychart.utmb.edu/mychart>.

# Patient Privacy and Security

## Medical Records

To protect the confidentiality of your medical records, we must have written authorization before information regarding your medical treatment can be released. If you or your physician need this information, please send a signed and dated letter outlining the specific information you need from your medical record. Be sure to include your complete name, date of birth and UTMB Health patient identification number. Also, include the name and address of the physician to whom the record should be sent.

***The letter requesting your medical record should be addressed to:***

The University of Texas Medical Branch  
Health Information Management Department  
Information Release Services  
301 University Blvd.  
Galveston, TX 77555-0782

For more information regarding the process for obtaining a copy of your medical record or to request a copy of your

medical record prior to discharge, contact the Health Information Management Department at (409) 772-1965.

## Privacy and Security of Health Information

UTMB Health is committed to protecting the privacy of our patients and keeping their health information secure. According to the federal law named the "Health Insurance Portability and Accountability Act" (HIPAA), you have rights concerning the use of individually identifiable health information. The primary purpose of this law is to provide standards to facilitate the electronic exchange of health information, provide individuals with better access to their health information and standardize this access among states, decrease health care fraud and abuse and, most importantly, protect your personal health information. If you feel your health information has been misused in any way, please call the UTMB Health Privacy Office at (409) 747-8700. You may also call our anonymous Fraud, Abuse and Privacy hotline at (800) 898-7679.

# Patient Rights and Responsibilities

## Patient Rights and Responsibilities

*Each of our patients has the right, to the extent permitted by law, to:*

- Reasonable access to available, medically indicated care, treatment and service within the hospital's capability and capacity, regardless of race, religion, beliefs, cultural values, gender, age or financial status.
- Care that is considerate and respectful of personal values and beliefs.
- Be informed about and participate in decisions regarding care.
- Be informed about the outcomes of care, including unanticipated outcomes.
- Include family member or designated representative in care decisions.
- Formulate advance directives regarding care and have hospital staff and practitioners who provide care in the hospital follow these directives.
- Designate a decision-maker in case the patient is incapable of understanding a proposed treatment or procedure or is unable to communicate his or her wishes regarding care.
- Participate in discussions of medical ethics that may arise in the course of care.
- End-of-life care that is respectful and responsive and that demonstrates concern for a patient's comfort and dignity.
- Appropriate assessment and management of pain.
- Security and personal privacy, and confidentiality of information.
- Voice complaints about care and to have those complaints reviewed and, when possible, resolved.
- Effective communication that is delivered in a manner which is understandable to each patient including the use of language interpreters and resources for patients with communication impairments.
- Certain information about any research project that they are asked to participate in, including expected benefits, potential discomforts and risks, and alternative services that might be advantageous to them.

*Patients have the responsibility to:*

- Provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to their health.
- Provide other names by which they have been known, as well as any changes in address or telephone numbers.

- Report unexpected changes in their condition to the responsible care provider.
- Report whether they clearly comprehend a contemplated course of action and what is expected of them.
- Follow the treatment plan recommended by the practitioner primarily responsible for their care and inform the physician about obstacles that would prevent the patient from following the treatment plan, including discharge instructions.
- Ensure that the financial obligations of their health care are fulfilled as promptly as possible.
- Follow hospital rules and regulations affecting patient care and conduct.
- Consider the rights of other patients and hospital personnel and assist in the control of noise and the number of visitors. Patients are also responsible for being respectful of the property of others and of the hospital.
- Refrain from smoking on the hospital grounds as UTMB Health is a "smoke free" environment.
- Be respectful of the property of others and of the hospital.

### *Advance Directives*

An advance directive is defined as "a written instruction such as living will or medical power of attorney for health care recognized under state law and relating to the provision of such care when the person is incapacitated." In Texas there are three types of advance directives: Directive to Physicians, Medical Power of Attorney, and Out-of-Hospital Do Not Resuscitate (DNR) Order. If a patient wishes to formulate an advance directive, the necessary documents can be made available by the hospital. Once formulated, the completed document, which is signed by the patient, becomes a part of the patient's permanent medical record. A patient has the option to review or revise advance directives. The existence or lack of an advance directive does not determine an individual's access to care, treatment or services.

# Mission, Vision, Values

## Mission, Vision, Values

At the University of Texas Medical Branch, we are dedicated to a longstanding mission of improving health for the people of Texas and around the world. We are a collaborative community that works together to define the future of health care and strives to be the best in everything we do for those we serve. We uphold our core values by demonstrating **compassion** for all, always acting with **integrity**, showing **respect** to everyone we meet, embracing **diversity** to best serve a global community, and promoting excellence and innovation through **lifelong learning**. Our mission and values are at the heart of the care that we honor to provide to you and your family.

## Important Telephone Numbers

*To dial inside UTMB, dial the last 5 numbers.*

Admitting ..... 747-4785  
Access Center ..... 772-2222  
Billing Inquiries –  
Patient Financial Customer Service Office ..... 747-1099  
Blood Bank ..... 772-4861  
Care Management ..... 772-1541  
Cashier's Office ..... 772-5379  
Emergency Room ..... 772-1479  
Food Services – Patient Food ..... 772-9779  
Gift Shop ..... 772-9800  
Hospital Operator – “in-house” ..... 0  
Hospital Operator – call from outside UTMB ..... 772-1011  
Information Desk – John Sealy Hospital ..... 747-3617  
Information Desk – University Hospital Clinics ..... 772-7100  
Language Assistance ..... 747-2121  
Mail Services ..... 747-3260  
Medical Records – Information Release ..... 772-1965  
Parking ..... 772-1581  
Pastoral Care ..... 772-3909  
Patient Information ..... 772-1191  
Patient Services ..... 772-4772  
Reading Material/Book Cart ..... 772-2549  
Transportation ..... 772-2019  
UTMB Clinics – Clinic Appointments ..... 772-2222  
University Police ..... 772-2691  
Volunteer Services ..... 772-2549

**When calling from a UTMB Health telephone, please dial the last five digits of the phone number  
(the numbers that appear in bold).**

**When calling from outside the hospital or on your mobile phone, please use the full number as shown.  
Unless noted otherwise, the area code for all numbers listed above is 409.**