Welcome To Jackson

Patient Information Handbook

Miracles made daily.
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Welcome

It is our pleasure to welcome you to Jackson Memorial Hospital. You have chosen one of the world’s most respected medical centers, where our most important priority is providing excellent care. As our guest, you can count on receiving expert care from knowledgeable and compassionate professionals. We strive to exceed your expectations. We also want to learn from your experience here, so please do not hesitate to tell us how we can make your stay more comfortable.

Your health and well-being are our top priority. Whether you have questions about your care, need help understanding a new medication or would simply like more towels for your bathroom, we are happy to assist. And because we want you to understand your treatment and make informed decisions, please let us know if we can provide an interpreter, written materials or anything else to improve your care.

The team at Jackson Memorial Hospital is proud to provide the highest quality health care in Miami-Dade County. Thank you for choosing us.

Sincerely,

Carlos A. Migoya
President and
Chief Executive Officer
Jackson Health System

Beverly Capasso
Senior Vice President and
Chief Executive Officer
Jackson Memorial Hospital
Our Mission And Beliefs

Jackson Health System

“An academic health system with a public healthcare mission.”

Mission Statement

To build the health of the community by providing a single, high standard of quality care for the residents of Miami-Dade County.

Vision Statement

Our strategic vision is to be a nationally and internationally recognized, world-class academic medical system, and to be the provider of choice for quality care.

Values

The core values that form the guideline for Jackson Health System employees to provide care for their patients and interaction with families, visitors, and co-workers are:

- Commitment: Our commitment to our patients, our community and to each other never stops.
- Compassion: We care deeply for those who need us most.
- Confidentiality: Every person – whether a patient, employee or business partner – has the right to privacy. We know that our patients entrust us with their most personal information. We consider it our privilege to maintain their privacy.
- Inclusion: As an institution, we celebrate our differences. We know that our diversity makes us stronger and more effective in serving our community. Our doors are open to everyone, regardless of age, income, race, ethnicity, political beliefs, gender or sexual orientation.
- Integrity and Stewardship: We are honest, transparent and accountable for all decisions that involve our patients’ well-being and privacy, our business relationships, and our community’s tax dollars.
- Respect: We demonstrate respect for our patients, co-workers, management and community by doing the best job we can every day.
- Service Excellence and Quality: We strive for excellence in every task we do, no matter how small or large.
- Teamwork and Communication: We know that we can serve our patients better by working together as a team.
Service Excellence

At Jackson Memorial Hospital, we are committed to making your stay as pleasant as possible. We have contracted with an independent agency whose representatives may call you after discharge to interview you regarding the services you received while in our care. Your comments are important to us. We hope that you will take a few moments to respond to this survey if you are contacted.

Your Privacy

The Health Insurance Portability and Accountability Act (HIPAA) is a federal regulation that, among other things, requires healthcare organizations to protect patient information from inappropriate disclosure, except when this information is used for treatment or other special circumstances.

Each patient should receive a copy of the hospital’s privacy notice, which describes how patient medical information is used and when medical information can be disclosed. The notice is also available on our website, JacksonHealth.org. Enter a search for “HIPAA Privacy Policy.”

For more information, please contact the JHS Privacy Officer at 305-585-2980.

Your Rights And Responsibilities

Jackson Health System supports the Patient’s Bill of Rights and Responsibilities, which is recognized as applying to all patients, advocates and/or their guardians.

- A patient has the right to a prompt and reasonable response to questions and requests.

- Any patient, advocate or guardian who feels the patient is not being treated properly has the right, without fear of retaliation, to voice concerns/grievances regarding the care received and to have those concerns/grievances reviewed and a resolution provided. A patient concern/grievance will not affect the quality of care given the patient.

- Patient’s Rights and Responsibilities are posted in hospital registration and emergency areas.

- Jackson Health System employees are fully educated on patients’ rights and responsibilities.
Patient Rights

Jackson Health System and its governing body, the Public Health Trust, support the right of a patient to:

- Designate an advocate
- Have access to medical care and information
- Respect, dignity and consideration
- Privacy and confidentiality
- Care in a safe setting
- Clear information about their condition and care
- Have involvement in decision-making
- Know the names of their caregivers
- Consult with other medical specialists
- Refuse treatment
- Have unrestricted access to communication
- Receive visitors
- Have an explanation of hospital charges
- Know hospital rules and regulations
- Complete an advance directive
- Have complaints reviewed by the hospital
- Have access to religious and other spiritual services

Patient Responsibilities

Regarding the care they receive and in order to maintain continuity of care, every patient has a responsibility to:

- Provide accurate and complete information to the hospital and caregivers
- Follow instructions
- Keep appointments
- Take responsibility for their own actions
- Respect others
- Pay their medical bills
- Follow hospital rules and regulations

If you need additional information, please contact the Guest Services Office at 305-585-7341, or dial extension 85-7341 from any hospital phone.

If you have any concerns or compliments that you would like to share with us, we encourage you to contact Guest Services.
Procedure To Report Complaints

If you have a complaint, you or your family member can contact the person in charge of the area where you are a patient or your doctor, your nurse or your nurse manager. If you feel that your complaint has not been resolved, you or your family member should contact the Guest Services Office at 305-585-7341, or dial extension 85-7341 from inside the hospital.

If you wish to file a grievance, there are basic requirements that will be explained to you, including:

- A procedure to submit a verbal or written grievance
- Time frames for the hospital’s review of the grievance
- A written decision that includes:
  - The name of the contact person
  - The steps taken by the hospital to investigate the grievance
  - The decision by the hospital
  - The date of completion of the review

You can also file a complaint with the state of Florida (Agency for Health Care Administration) regardless of whether you have used the hospital’s grievance process or not.
Filing Complaints

To file a concern/grievance against a hospital or ambulatory center, a patient, visitor, advocate or guardian can call the Consumer Assistance Unit at 888-419-3456 (then press 1) or write to this address:

Agency for Health Care Administration
Consumer Assistance Unit
2727 Mahan Drive, Building 1
Tallahassee, Florida 32308

To file a concern/grievance against a healthcare professional, please contact the Florida Department of Health at 888-419-3456 or the Consumer Services Unit at 850-245-4339 or write to this address:

Division of Medical Quality Assurance
Consumer Services Unit
4025 Bald Cypress Way, Bin C-75
Tallahassee, Florida 32399

To file a concern/grievance with The Joint Commission, use one of the following:

Online:  www.jointcommission.org/report_a_complaint.aspx

Email:  complaint@jointcommission.org

Fax:  630-792-5636

Mail:  Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181
Your Health And Safety

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Speak Up™ Program

The goal of the national Speak Up™ Program is to help patients become more informed and involved in their care. At Jackson Memorial Hospital, we welcome and encourage your participation in your care. The following points are brief suggestions for what you can do.

- **S**peak up if you have questions or concerns. If you still don’t understand, ask again. It’s your body, and you have a right to know.
- **P**ay attention to the care you get. Always make sure you’re getting the right treatments and medicines by the right healthcare professionals. Don’t assume anything.
- **E**ducate yourself about your illness. Learn about the medical tests you get and your treatment plan.
- **A**sk a trusted family member or friend to be your advocate (advisor or supporter).
- **K**now what medicines you take and why you take them. Medicine errors are the most common healthcare mistakes.
- **U**se a hospital, clinic, surgery center or other type of healthcare organization that has been carefully checked out. For example, a national accrediting group called The Joint Commission visits hospitals to see if they are meeting The Joint Commission’s quality standards. Jackson Memorial Hospital is accredited by The Joint Commission.
- **P**articipate in all decisions about your treatment. You are the center of the healthcare team.

There is a brochure available with more details about the Speak Up™ Program, which can be obtained through the Admitting/Registration Office and the Guest Services Office.

Preventing Falls

Jackson Memorial Hospital has a Fall Prevention Program. If you or your family member has a history of falling or needs additional assistance, please contact your nurse.

After you have been prepared for the night, please stay in bed. Unfamiliar surroundings and sleeping medications may create a hazard if you get out of bed. For assistance during the night, use your call button.
Prevention Of Infection

Hand Washing

Hand washing is the most important way to prevent infections. All healthcare workers, as well as patients, must wash their hands. If this is not done, please tell your nurse.

Clean your hands and remind others to clean their hands. Either use hand sanitizer or wash your hands after using the bathroom, before eating or after touching something that is soiled. If your hands are obviously dirty, wash your hands well with soap and water for 15 seconds. Healthcare providers are required to wash or sanitize their hands before and after seeing a patient. Your visitors should wash or sanitize their hands as well. Healthcare providers should wear gloves when they perform tasks such as drawing blood or touching wounds or body fluids. Staff will welcome your reminder to clean their hands or wear gloves.

Preventing Spread of Respiratory Infections

Cover your mouth and nose when sneezing or coughing by using tissues or the bend of your elbow. Both tissues and masks are available upon request. Please use these if you have a runny nose and/or are sneezing or coughing. Please remember to wash your hands, especially after you sneeze, cough or use a tissue.

Visitors/Companions

If your visitors or companions are sick, you should ask them to stay home.

Vaccinations

When you are admitted to the hospital, you may be asked about your desire to have a flu or pneumococcal vaccination. They are very effective at reducing the spread of disease.

Precaution Signs

There are some bacteria that require special measures to prevent the spread of infections – like Methicillin-Resistant Staphylococcus aureus (MRSA), Vancomycin-Resistant Enterococci (VRE) or Clostridium difficile (C-diff). These infections can be spread by contact with clothing, hands, personal items or healthcare equipment.

If you have one of these infections, you will be placed in “isolation” to prevent the spread of infection to others. A sign will be posted on your room door, and both staff and visitors will be required to wear protective gowns and gloves and, in some cases, a mask. Hand hygiene is very important in preventing the spread of these conditions. If you are in isolation, speak to your healthcare provider before leaving your room.
Pain Control: It’s Your Right!

What is pain? Pain is the feeling that tells you something may be wrong in your body. Pain can make you feel afraid or nervous. How we deal with these feelings about pain is different for each of us.

Should I tell my healthcare provider about my pain? YES! The most important thing for you to know is that your pain is very real and only you know how it feels. Let your healthcare provider (doctor, nurse, therapist, etc.) know how you are feeling.

Medications

When you were admitted to the hospital, you were asked to provide a list of all the medications that you take at home including any over-the-counter medications or vitamins. Those medications will be provided to you while you are in Jackson Memorial, dispensed by the hospital pharmacy and administered by a nurse. If you have brought any of those medications with you, please send them home with your family or notify your nurse so that they can be put away for safekeeping.
ID Bracelets

Upon admission, you were given an identification bracelet. Please make sure your name and date of birth are correct. All of your tests and procedures will be identified by the number and name on your bracelet. Please leave it on at all times until you leave the hospital. Before receiving a medication, treatment or any other service, be sure to give your name and ask that your armband be checked.

Food And Nutrition Services

The hospital maintains a full-service kitchen to provide you with a diet as prescribed by your physicians, based on your individual food preferences and selections. Registered dietitians on staff will assess and provide diet education based on physicians’ diet orders. If you have any questions about your meals or diet, please call Food and Nutrition Services at 305-585-3367 or 85-3367 from a hospital phone.

Smoking

The University of Miami/Jackson Memorial Medical Center is designated a smoke-free campus. No smoking is allowed in any of the facilities or elsewhere on the hospital grounds.

Electrical Appliances

Due to safety regulations, no plug-in electrical appliances may be brought into the hospital. This includes hair dryers, heating pads, and other electrical devices.

Security Services

The hospital has its own security staff on duty 24 hours a day. Your nurse can assist you in contacting Security Services, or you can call them directly at 305-585-6111 or 85-6111 from a hospital phone.

A security escort is available to walk with you or your visitors on the medical campus at any time. To make arrangements, please call the Security Office.
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Parking And Transportation

There are several parking garages at the medical center. The garages are operated by an independent company. Any garage problems or complaints can be reported by calling 305-585-6997.

Valet parking is available at the Ira C. Clark Diagnostic Treatment Center (Clark DTC) entrance.

Discount parking is offered to patients with hospital stays of three or more days and their family members. For more information, please inquire at the Guest Services Office, West Wing 104. Admitted patients who drive themselves to the hospital and park in any of our garages should go to Guest Services upon discharge for special discount parking.

Special parking accommodations are available for transplant patients with physical limits near the sixth floor clinic area in the Miami Transplant Institute garage (Yellow Garage). A special decal will be given to patients at the discretion of the physician.

Metrorail riders can get off at either the Civic Center Station or the Santa Clara Station to access the UM/Jackson Memorial Medical Center campus. The City of Miami offers free trolley service from many stops on the campus. For a transportation map or a campus map, please stop by any of our information desks or call Guest Services at 305-585-7341 or 85-7341 from a hospital phone.

Personal Items

Please don’t bring valuables to the hospital; leave cell phones, pagers, laptop computers, jewelry, credit cards, checks, money or sentimental keepsakes at home. Jackson Memorial Hospital is not responsible for your valuables or personal items kept in your room. Valuables not sent home, including money, should be put in the hospital safe by your nurse. Money and valuables not put in the safe are kept at your own risk.

Lost Items

If you lose something, please notify your nurse immediately and call Guest Services at 305-585-7341 or 85-7341 from a hospital phone. We will make every effort to help you find it.
Your Accommodations

Your Room

Your room assignment at Jackson Memorial Hospital is based upon your admitting diagnosis and the bed availability on the day of your admission. Private rooms are assigned based on availability. Medical insurance usually does not cover the full price of a private room.

Your Hospital Bed

Your nurse will show you how to work your bed properly. Your hospital bed is probably higher and narrower than your bed at home. Bedside rails are for your protection. They should be raised at night as well as during the day if you are resting, recovering from surgery or taking certain medications.

Calling Your Nurse

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

Telephone*

A telephone is provided in each room. Patients may receive calls in their rooms from 7 a.m. until 9 p.m. Local calls may be made at any time by dialing “99” and the number.

Long-distance calls cannot be charged to your room. You may make a credit card call or charge a long-distance call to your home number. For long-distance calls, please dial “0” and an operator will assist you.

Your friends and family can call you in your room by dialing the hospital’s main number, 305-585-1111, and then selecting option 2, followed by building information and room number, or selecting option 4 for patient information.

Television*

Television sets are provided free of charge in each room. Please be considerate of other patients by keeping your volume low and turning your TV set off at bedtime.

*Telephones and televisions for the hearing impaired are available upon request. Please ask your nurse or call Guest Services, 85-7341 from a hospital phone.
Visitor Information

Patient care is our primary concern at Jackson Memorial Hospital. In order to enhance the quality of care, specific visiting hours and regulations have been established.

A visitor is defined as a guest of the patient. Family members are considered to be visitors as well. All visitors enjoy full and equal visitation privileges consistent with patient preferences.

Visiting Hours

Visitors are encouraged to come during the hours of 9 a.m. and 9 p.m. Due to the critical nature of certain units, e.g., intensive care units, recovery rooms and emergency departments, their visiting hours may be more restrictive.

Visiting Guidelines

The following are general guidelines for visitors:

- All visitors will be asked to present proper photo identification to Security Services for a one-day visitor pass before entering the hospital and patient areas. Visiting is allowed based upon the condition of the patient. Please check with the nurse in the area where the patient is located.
- People with colds, sore throats or any contagious disease should not visit patients.
- Patient visits are limited to two visitors at the bedside at the same time.
- Children should always be accompanied by an adult other than the patient. Visits by children younger than 12 years of age should be coordinated with the patient’s nurse and the patient or patient’s designated representative.
- Visitors should maintain a quiet environment, avoid unnecessary noise, and keep visits short.
- Visitors may be asked to leave the room during tests or treatments, or when the doctor or nurse needs to see the patient privately.
- Visitors may not smoke in patient rooms, anywhere inside the hospital or anywhere else on the hospital grounds. The UM/Jackson Memorial Medical Center campus is smoke-free.
- Patient restrooms are only for patient use. Visitors should use public restrooms.
Guest Meals

Meals for patients’ guests can be ordered by paying in the cafeteria and providing the receipt for the meal to nutrition assistants that service the patients on each floor. Payment can be made by meal or by day, in advance or as needed. Nutrition assistants can deliver guest meals along with patient meals. For more information, please call Food and Nutrition Services at 305-585-3367 or 85-3367 from a hospital phone.

Cafeteria

The Jackson Food Pavilion on the first floor of the Ira C. Clark Diagnostic Treatment Center is open daily and offers a variety of meal options. Cafeteria services are also available on weekends and holidays.

Daily Cafeteria Hours:

- Breakfast 6 - 10:30 a.m.
- Lunch 11 a.m. - 3:30 p.m.
- Dinner 4 - 8 p.m.

Coffee Shop

A coffee shop located adjacent to the cafeteria is open Monday through Friday from 6 a.m. to 5 p.m.

Vending Machines

Vending machines for snacks and beverages are located by the cafeteria and throughout the campus.

Waiting Areas

Waiting areas are available for visitors in the main lobbies throughout the hospital. Specific waiting areas have been designated for families of patients in surgery and the emergency department.

Flowers and Balloons

Flowers and Mylar balloons are welcome for patients, except on intensive care and oncology units, where they may promote infection. Latex balloons, which can cause allergic reactions, are not permitted anywhere in the hospital.
Going Home

Discharge time is usually 11 a.m. We understand our patients’ desires to go home as quickly as possible, and we do everything possible to accommodate those wishes.

• Your physician will write an order for your discharge. Before your discharge, members of the hospital team and your physician will provide you with information concerning your care at home.

• Nursing staff members will prepare your discharge release papers and instruct you, a relative or a friend on discharge procedures.

• When you have been approved for discharge and the time arrives, a hospital staff member or a volunteer will help you to the main lobby.

MyJacksonHealth Patient Portal

Online Access to Appointments, Medications, and More

With MyJacksonHealth patient portal, you can connect to your health record, and request appointments, in addition to downloading documents and keeping your information up-to-date.

It’s easy to register – simply provide us with your email address during registration or discharge, and you will receive instructions in an email invitation within 24 hours of enrolling. Access is free. Our features include:

• Health Record: View medications, immunizations, allergies, and health notes all in one place.

• Documents: Upload clinic-requested documents or print copies of previously issued authorizations and referrals.

• Medications: Review prescribed medications, including refills and dosage instructions.

Please visit MyJacksonHealth.org to learn more about getting online access to your health information from MyJacksonHealth patient portal.
Hospital Services

- Your Healthcare Team
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- Advance Directives
- Interpreters
- Pastoral Care
- Center for Bloodless Medicine and Surgery
- Guest Services
- Gift Shop
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Your Healthcare Team

While you receive treatment at Jackson Memorial Hospital, you will have a team of healthcare professionals involved in your care. This multidisciplinary team enhances your care.

These members include:

- **Attending Physician** – doctor who supervises your treatment
- **Residents/Interns/Fellows** – doctors specializing in a selected field of medicine who create your treatment plan
- **Nurse Practitioners/Physicians Assistants** – licensed professionals who work closely with the attending physician in planning your care
- **Registered Nurses** – plan and evaluate your daily care, administer medications and treatments, and provide education for discharge
- **Pharmacists** – review your medication orders and work with your doctor and nurse to ensure safe and accurate medication therapy

Others who may be involved in your care:

- **Clinical Dietitians**
- **Nursing Support Staff**
- **Social Workers**
- **Nursing/Medical Students**

Clinical Resource Management (Case Management And Social Work)

Plans for your discharge begin upon admission. Social workers and clinical care coordinators are specially trained to assist you with the following:

- **Advance directives/proxy designation**
- **Home health care as ordered by your physician**
- **Equipment needs as ordered by your physician**
- **Placement in another healthcare facility as ordered by your physician (nursing home, assisted living facility)**

You may contact Clinical Resource Management at 305-585-7141, press #3.
Advance Directives

Many people today are concerned about the medical care decisions that would be made for them if they become seriously ill and unable to speak for themselves. Florida law allows you to state your wishes and/or choose someone to make decisions for you, using a form called an advance directive. There are two types of advance directives: living wills and healthcare surrogates.

For a more detailed explanation, please request a copy of the Jackson brochure on advance directives from your nurse or Guest Services coordinator. If you wish to complete an advance directive or have one that you want included in your medical record, ask to see a social worker.

Interpreters

Jackson Memorial Hospital has access to spoken and sign language interpreters, 24 hours a day, seven days a week. They are provided at no charge to our patients. If you need an interpreter, please tell your nurse.

Pastoral Care Services

Our Pastoral Care Department has representatives from all religious denominations. If you wish to have any of them visit you, please call 305-585-2529 or 85-2529 from a hospital phone, Monday through Friday, 8 a.m. to 5 p.m. To request a chaplain after business hours, on weekends and on holidays, contact the page operator at 305-585-5400 or notify your nurse.

The Nat Galley & Gertrude Galley Glucksman Chapel

- All Faith Services: Weekdays at 8 a.m. and Sundays at 12 noon
- Catholic Services: Weekdays at 11:45 a.m. and Sundays at 3:30 p.m.
- Located on the first floor of West Wing Lobby, the chapel is open to all.
- Muslim Prayers: Muslim prayers take place in prayer room 223, masjid, located in the Institute Annex, 2nd floor, which is also open daily. Please page Mr. Shaffiat Karmally at 305-486-3020 for more information.
Center For Bloodless Medicine And Surgery

Jackson Memorial Hospital and Jackson Rehabilitation Hospital, in affiliation with the University of Miami Leonard H. Miller School of Medicine, offer the option of bloodless medicine and surgery as a special service for adult and pediatric patients who wish to avoid blood transfusions.

We would like to ensure that you or your loved ones can receive bloodless medical or surgical treatment whenever you wish. The center can be reached at 305-585-7269 or info@noblood-miami.com.

Jackson Pharmacy Services

Jackson Health System is committed to improving the quality of life for our patients locally and around the world. We recognize that starting and staying on drug therapy can be more of a challenge when chronic or complex conditions are involved. As part of Jackson, the pharmacy staff is able to work with your provider to ensure YOU receive the highest level of care. Here are some of the benefits of Jackson Pharmacy Services:

- We stock the specialty medications not available at many local retail pharmacies
- Because we are part of Jackson Health System, we have access to many savings programs not available at outside pharmacies
- Prompt benefits verification and onboarding – most prescriptions processed before you leave the campus/hospital/clinic
- Accept most insurance plans
- Financial Assistance coordinators assist to minimize out of pocket expenses
- Prior Authorization assistance
- 24/7 access to specialty pharmacists
- Delivery of medications to home, office or physician’s office
- Patient Care Coordinators to assist with refill reminders and adherence monitoring
- Specialty pharmacists that can provide assistance with side effect management and disease specific education

We are ready to serve you! Call us at 305-585-3996 or toll-free at 855-213-2788 or visit us online at JacksonPharmacyServices.org, conveniently located next to Dunkin Donuts.
Guest Services

We have Guest Services coordinators to help hospital and clinic patients with any questions, concerns or suggestions. The Guest Services Office is located in the West Wing Lobby, room 104. You may also call 305-585-7341 or 85-7341 from a hospital phone.

Gift Shops

Gift Shops are located in the West Wing Lobby and on the ground floor of the Park Plaza West (Green) Parking Garage.

Mail

Letters and packages for patients are delivered each morning. Mail that arrives after you have been discharged is returned to the sender. Outgoing mail may be given to a staff member. Mailboxes are located outside of the West Wing Lobby and in front of Au Bon Pain in the Park Plaza West (Green) Parking Garage.
Your Hospital Bill And Medical Records

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Financial Counseling

All patients admitted to the hospital with no funding will be visited by a financial counselor during admission. This person will interview you and help identify any financial programs that may be available to help you.

Billing

If you have any questions concerning your bill or the financial policy of Jackson Memorial Hospital, please contact the Customer Service Center at 877-881-6177 after you have been discharged. The center is open from 8 a.m. to 4 p.m. and closed from 12 to 1 p.m., Monday through Friday.

Financial Policy

The financial policy of Jackson Health System is designed to allow anyone in need of critical or emergency health care to receive such care regardless of financial status or ability to pay.

In addition, our goal is to provide financial stability to the hospital as well as to third-party payers by ensuring that all patients who are financially able to pay their bills do so in a timely manner. One of the hospital’s major sources of income for operating expenses is the income from its patients; therefore, we ask for your cooperation in fulfilling your financial obligation.

If you anticipate any difficulty regarding paying for your hospitalization, please contact our Customer Services Center at 877-881-6177.
Associated Expenses

You may receive additional bills from physicians who provided you with care while you were a patient in Jackson Memorial. For instance, your University of Miami physician, radiologist, pathologist, and anesthesiologist are not employees of the hospital. Separate bills may be sent to you for their consultation services. Please contact their offices directly if you have any questions regarding their bills.

Obtaining Your Medical Records

Jackson’s Health Information Management Department maintains medical records for the benefit of the patient and protects access to that confidential information.

You can request a copy of your complete medical record or specific documents in person or through the mail.

The department requires an Authorization for Release of Confidential Medical Records form, which can be downloaded from www.JacksonHealth.org/patients-medical-records.asp or can be obtained in person.

The department location is:

Health Information Management Department
Jackson Memorial Hospital
Ambulatory Care Center West, Room L-129
1611 N.W. 12th Avenue
Miami, Florida 33136
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Jackson Memorial Hospital

Jackson Health System’s flagship hospital with 1,558 beds, Jackson Memorial is the third-largest public teaching hospital in the United States through an academic affiliation with the University of Miami Leonard M. Miller School of Medicine. Jackson Memorial is an acute care hospital and a training center for physicians and other healthcare professionals from around the world. It has received countless awards, certifications and recognitions for medicine, nursing, research and patient care. Jackson Memorial was opened in 1918 as Miami City Hospital.

Some of its nationally recognized programs include:

- **Ryder Trauma Center**
  Located at the University of Miami/Jackson Memorial Medical Center, Ryder Trauma Center is the only adult and pediatric Level I trauma center in Miami-Dade County. It is also one of the busiest trauma centers in the nation and the only one chosen by the U.S. Army to train its military surgical teams before being deployed to worldwide areas of conflict. Ryder celebrated 20 years of serving the community in 2012.

- **UM/JM Burn Center**
  University of Miami/Jackson Memorial Burn Center has been one of the nation’s leading burn treatment facilities since its founding in 1965. It is the only center of its kind in Miami-Dade County and, since 2008, has been one of only three in the state verified by the American Burn Association (ABA) and American College of Surgeons.

- **The Schatzi and Stanley Kassal Project: New Born Neonatal Intensive Care Unit (NICU)**
  The Schatzi and Stanley Kassal Project: New Born Neonatal Intensive Care Unit (NICU) at Holtz Children’s Hospital is a designated Regional Perinatal Intensive Care Center by the state of Florida and boasts some of the best survival rates and successful outcomes in the country. It is one of the largest NICUs in the nation, known worldwide for its cutting-edge research to improve neonatal care and its success in caring for critically ill infants.

- **Miami Transplant Institute**
  Miami Transplant Institute (MTI) is a joint program between Jackson Memorial Hospital and the University of Miami Miller School of Medicine. Established in 1970, MTI has grown to become one of the largest and most comprehensive transplant centers in the world. It is the only institute in Florida where every kind of solid-organ transplant can be performed. More than 500 procedures are performed annually including kidney/pancreas, kidney, pancreas, liver, intestinal, heart, and lung transplantations. For more information about the Miami Transplant Institute (MTI), please call 305-355-5000.
Qualified Care

Jackson Memorial Hospital has been fully accredited by The Joint Commission. Its seal of approval is accepted nationwide as the highest mark of quality in the healthcare field. To you and your family, it is assurance that this hospital meets the highest possible standards of care.

Jackson Memorial was established to care for the sick and injured, regardless of race, creed, color, sex, sexual orientation, gender identity, gender expression, nationality or disability. Our goal is to provide compassionate, efficient care while respecting the dignity and rights of each patient.

Memberships
- American Hospital Association
- Federation of American Health Systems
- National Association of Public Hospitals
- State of Florida Association for Health Care Administration

Accreditations
- College of American Pathologists
- The Joint Commission
- Commission on Accreditation of Rehabilitation Facilities (CARF)
- American Burn Association
- American College of Surgeons

Program Approvals
- Department of Health and Human Services for participation in the Medicare Program
- State of Florida Department of Health and Rehabilitation Services for participation in Medicaid Services
Volunteer Opportunities

Enrich your life by becoming a volunteer. Jackson Memorial Hospital offers unique programs and volunteer service opportunities for professionals, seniors, students, families, and groups. Receive a sense of accomplishment, experience, and recognition. Invest in yourself and give of your time and energy to help patients, families, and healthcare professionals.

The Volunteer Program provides the following comprehensive volunteer opportunities:

- Foster Grandparents
- Retired Senior Volunteer Program
- Adults
- Teens
- After-Hours Club (JHS and UM employees)
- Donations
- Transplant Mentor Program

For more information, please visit our website, JacksonHealth.org, or call 305-585-6541. For our transplant mentor program, call 305-355-5135 or 305-355-5138.
Jackson Health Foundation

Jackson Health Foundation is a 501(c)(3) non-profit organization that serves as the principal source of private fundraising for Jackson Health System.

The mission of Jackson Health Foundation is to create a healthier community through partnership with Jackson Health System. For information about Jackson Health Foundation, please visit www.jmf.org or call 305-585-GIVE.
Jackson Health System Facilities

• Other Jackson Health System Hospitals
  - Holtz Children’s Hospital
  - Jackson Behavioral Health Hospital
  - Jackson North Medical Center
  - Jackson Rehabilitation Hospital
  - Jackson South Community Hospital

• Community-Based Care
  - Primary and Specialty Care Centers
  - School-Based Health Clinics
Other Jackson Health System Hospitals

Holtz Children’s Hospital, 1611 N.W. 12th Avenue
Holtz Children’s Hospital is one of the largest children’s hospitals in the southeast United States and, in collaboration with the Miami Transplant Institute, is one of three centers in the country that specialize in pediatric multi-organ transplants. Holtz Children’s is also home to one of the nation’s largest neonatal intensive care units, producing some of the best medical outcomes in the United States. The Schatzi and Stanley Kassal Project: New Born Neonatal Intensive Care Unit is a regional referral facility with 126 beds, 66 of which compose Florida’s largest Level III facility to care for the most critically ill infants. Holtz Children’s is consistently ranked among “America’s Best Children’s Hospitals” by U.S. News & World Report.

Jackson Behavioral Health Hospital, 1695 N.W. 9th Avenue
Jackson Behavioral Health Hospital is located at the UM/Jackson Memorial Medical Center. By consolidating all behavioral health functions – evaluation, clinical treatment, teaching, and research – the hospital offers a full continuum of care for children, adolescents, adults and seniors, including crisis, inpatient, partial hospitalization, day treatment, and outpatient programs. Conditions treated include depression and mood disorders, schizophrenia, suicidal ideation or behavior, anxiety and panic disorders, drug and alcohol abuse, Alzheimer’s disease, and maternal substance abuse. The hospital offers free confidential screening and referral services.

Through both the Jackson Behavioral Health Hospital and a network of community providers, Jackson Behavioral Health Services delivers a robust menu of outpatient and residential services. Located at Jackson South and in the Jackson North Community Mental Health Center network, Jackson Behavioral Health offers programs for substance abuse, anger and stress management, and other conditions.

Jackson North Medical Center, 160 N.W. 170th Street
Jackson North is a 382-bed, acute-care community hospital serving the residents of north Miami-Dade and south Broward counties. It is an academic affiliate of the Florida International University Herbert Wertheim College of Medicine. Medical services include 24-hour adult and pediatric emergency care, maternity care including a Level II newborn intensive care unit, highly acclaimed cardiology services, women’s health, orthopaedics, surgery, and inpatient and outpatient rehabilitation.

It is also home to specialized centers such as the Endovascular Institute, Fibroid Treatment Center, Pain Center, and The Gastric Sleeve Center (ASMBS Bariatric Surgery Center of Excellence®).
Jackson Rehabilitation Hospital, 1611 N.W. 12th Avenue
Jackson Rehabilitation Hospital specializes in the rehabilitation of adults and children with traumatic brain and spinal cord injuries, burns, and hand injuries. It is credentialed by the Commission on Accreditation of Rehabilitation Facilities and is one of four centers in the state designated by Florida’s Department of Health and Rehabilitative Services for acute and rehabilitative care for persons with spinal cord injuries.

Jackson South Community Hospital, 9333 S.W. 152nd Street
Jackson South is a 199-bed, acute-care hospital located in south Miami-Dade County. Jackson South provides a wide array of services and subspecialties practiced by nationally respected, board-certified physicians, and healthcare professionals. Some of Jackson South’s signature services include robotic surgery, The Gastric Sleeve Center (ASMBS Bariatric Surgery Center of Excellence®), cardiology, Comprehensive Breast Center, digestive health, maternity, rehabilitation, and Urology Center of Excellence.

Community-Based Care
Primary and Specialty Care Centers
Jackson Health System operates primary care and specialty care centers throughout Miami-Dade County. Important components of Jackson’s mission to promote and preserve community wellness, the primary care centers provide services such as well child care, chronic disease management, and prenatal care. The specialty care centers, a growing part of the Jackson network, provide unique, and cutting-edge treatment in areas such as cardiology and digestive health.

School-Based Care
Throughout Miami-Dade County, Jackson Health System operates 18 healthcare programs in elementary, middle, and high schools through the auspices of The Children’s Trust. Students receive first aid, immunizations, school physicals, health education, counseling, and referrals.
## Important Hospital Phone Numbers

If the area you wish to reach is not listed below, just call the main hospital number, 305-585-1111, and select option 4 for information.

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Center for Bloodless Medicine and Surgery</td>
<td>305-585-7269</td>
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<tr>
<td>Clinical Resource Management</td>
<td>305-585-7141</td>
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<tr>
<td>Financial Assessment Appointment</td>
<td>305-585-6000</td>
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<tr>
<td>Finance/Billing Inquiries (Customer Service Center)</td>
<td>877-881-6177</td>
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<tr>
<td>Guest Services</td>
<td>305-585-7341</td>
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<td>Jackson International</td>
<td>305-355-1211</td>
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<td>Jackson Memorial Foundation</td>
<td>305-355-4999</td>
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<td>Nutrition Services</td>
<td>305-585-3367</td>
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<tr>
<td>Outpatient Appointment</td>
<td>305-585-6000</td>
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<td>Page Operator</td>
<td>305-585-5400</td>
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<tr>
<td>Parking Garages</td>
<td>305-585-6997</td>
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<td>Pastoral Care</td>
<td>305-585-2529</td>
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<td>Privacy Officer</td>
<td>305-585-2980</td>
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<td>Security Services</td>
<td>305-585-6111</td>
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<td>Social Work</td>
<td>305-585-7141</td>
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<tr>
<td>Transplant Living Donor Program</td>
<td>305-355-LIFE</td>
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<td>Transplant Foundation, Inc.</td>
<td>305-817-5645</td>
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<tr>
<td>Volunteer Resources</td>
<td>305-585-6541</td>
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