



MedStar Health

# Shoulder Replacement Guidebook.



**It's how we treat people.**

**[Inside front cover]**



# Thank you for choosing MedStar Orthopaedic Institute.

MedStar Orthopaedic Institute combines the skill and expertise of more than 80 physicians at MedStar Franklin Square Medical Center, MedStar Good Samaritan Hospital, MedStar Harbor Hospital, MedStar Union Memorial Hospital, the Curtis National Hand Center, and more than 20 community locations, like Timonium, giving you convenient access to the area's top orthopaedic, spine, and sports medicine care.

MedStar Health's orthopaedic service is among the best available. Simply put, experience matters. For more than 160 years, a dedicated, specialty trained team of physicians, nurses, and support staff has been providing quality care at MedStar Union Memorial and now in Timonium. Our staff works together to make your experience a pleasant one.

While here, you'll enjoy special services in a friendly and supportive environment. Your care is based on your individual needs. We'll help you set goals for success and track your progress. We also encourage your family members to join in your recovery.

## Your recovery begins today!

Sincerely,

A handwritten signature in black ink, appearing to read "H. Boucher", with a long horizontal flourish extending to the right.

### Henry Boucher, MD

Physician Executive Director,  
MedStar Orthopaedic Institute, Baltimore



Learn more about your shoulder surgeon  
at [MedStarOrtho.org/Shoulder](https://www.MedStarOrtho.org/Shoulder).

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# Your guidebook to a successful recovery.

As you read through this booklet, you will find important information on how to best prepare for your shoulder surgery so you can return to your normal activities at home as quickly and safely as possible. Please remember that this is just a guide, and your healthcare team may modify some of the instructions presented here. Always follow their recommendations first and ask questions if you are unsure of any information.

## Please bring this booklet with you to:

- Every office visit
- Your shoulder replacement pre-operative class
- Your therapy prerehabilitation appointment
- The hospital on the day of surgery
- All follow-up visits after surgery

This guidebook provides information for surgeries occurring at BOTH MedStar Union Memorial Hospital and MedStar Surgery Center at Timonium. For all surgeries regardless of location, please read pages 1-31, then refer to the sections specific to your surgery location.

### MedStar Union Memorial Hospital

201 E. University Parkway  
Baltimore, MD 21218  
410-554-2000

Pages 32-39

### MedStar Surgery Center at Timonium

2118 Greenspring Drive  
Timonium, MD 21093  
410-252-5671

Pages 40-41

Location of my surgery:

Name of surgeon:

Date of surgery:

Arrival time:

Surgery time:



Learn more about your shoulder surgeon  
at [MedStarOrtho.org/Shoulder](https://www.MedStarOrtho.org/Shoulder).

# My appointments.



Appointment assignments vary by physician, so you might not need to schedule all of the appointments listed here. To help you keep track of your appointments prior to surgery, please record the date and time in the appropriate sections.

## Pre-operative appointments:

### Pre-operative history and physical

**Location:**

**Date:**

**Time:**

*(Call your primary care doctor, your nearest MedStar Urgent Care, or MedStar Good Samaritan Hospital at **443-444-3725** for an appointment.)*

### MedStar Health Prehab (therapy)

**Location:**

**Date:**

**Time:**

*(See page 9 for details)*

### Pre-operative class (or view online at [MedStarOrtho.org/Class](https://www.MedStarOrtho.org/Class))

**Date:**

**Time:**

*(For surgeries at MedStar Union Memorial Hospital, if attending an in-person class, please report to the Hand Center Teleconference Room, Johnston Professional Building, Mezzanine Level.)*

## Post-operative appointments:

### Follow-up with surgeon (one to two weeks after surgery)

**Location:**

**Date:**

**Time:**

### Outpatient physical therapy (as recommended by your surgeon and care team)

**Date:**

**Time:**

**Location:**

**Phone number:**

*To view a list of MedStar Health Physical Therapy locations, visit [MedStarHealth.org/MHS/Physical-Therapy](https://www.MedStarHealth.org/MHS/Physical-Therapy).*



# Important phone numbers.

## Phone calls to expect from us prior to your surgery:

As a courtesy to you, several members of our team at MedStar Orthopaedic Institute may contact you before your surgery to gather information and help you prepare for your patient experience.

- Registration**  
(for surgery pre-registration)
- MedStar Corporate Finance**  
(for insurance verification)
- MedStar Care Connection**  
(for scheduling of pre-operative class)
- Pre-Anesthesia Testing (PAT)**  
(for pre-operative nursing interview)
- Patient Care Coordinator**  
(for pre- and post-surgical rehabilitation planning for surgeries at MedStar Union Memorial Hospital)

## MedStar Union Memorial Hospital

Main Contact Number.....	<b>410-554-2000</b>
Patient Care Coordination Team .....	<b>410-554-2820</b>
Admitting Office.....	<b>410-554-2895</b>
Anesthesia Office.....	<b>410-554-6559</b>
Calvert Lab (Blood Type and Screen Test).....	<b>410-554-2328</b>
Smyth Lab at MedStar Good Samaritan Hospital (Blood Type and Screen Test).....	<b>443-444-4952</b>
Inpatient Nurse Manager (Orthopaedic Unit).....	<b>410-554-6459</b>
MedStar Care Connection Scheduling Team.....	<b>410-248-8017</b>
MedStar Health Physical Therapy .....	<b>844-91-GETPT (43878)</b>
MedStar Patient Financial Services .....	<b>410-933-8200</b>

For more information about MedStar Union Memorial Hospital, visit [MedStarUnionMemorial.org](http://MedStarUnionMemorial.org).

## MedStar Surgery Center at Timonium

Main contact number .....	<b>410-252-5671</b>
Fax.....	<b>410-252-9838</b>

For more information about the MedStar Surgery Center at Timonium, visit [MedStarHealth.org/Timonium](http://MedStarHealth.org/Timonium).

# Preparing for your surgery.



## Your recovery after surgery actually begins several weeks before your surgery date.

### Physical exam

A complete medical exam is usually required before your surgery. Often, your primary care physician performs the exam.

The exam consists of a review of your overall health to determine if any medical conditions could interfere with your surgery and recovery. In addition, your physician may order further tests if you have certain risk factors.

### On the day of your exam, bring with you:

- **This shoulder replacement guidebook**
- **A list of your medications, including any over-the-counter medications you are taking**
- **Your insurance card and photo ID**
- **A list of your physicians and their phone numbers**

Additionally, we have provided a history and physical assessment form to be completed by your physician. If your exam is performed by your primary care physician, their medical office must fax the form.

- **If you are having surgery at MedStar Union Memorial Hospital, fax to 410-554-2387**
- **If you are having surgery at MedStar Surgery Center at Timonium, fax to 410-252-9838**

If you are having difficulty getting this form completed within the time frame required by your surgeon, please let your surgeon's office know as soon as possible so that they can assist you in completing this requirement.

### Pre-operative patient education class

The pre-operative patient education class offers you the peace of mind that comes with understanding every step of your experience. The class is specifically designed for patients having shoulder replacement surgery and provides an overview of what to expect before, during, and after surgery. We strongly encourage you and a family member or caregiver to participate in the pre-operative class.

You can view the class online at **MedStarOrtho.org/Class** or if your surgery is at the hospital, you may have the opportunity to attend a live class.

### The class covers:

- **Planning ahead for a successful recovery**
- **Preparing your home**
- **Your shoulder replacement surgery**
- **Discharge goals and expectations**

### Prerehabilitation (Prehab)

MedStar Health Physical Therapy's prehab program is an individually tailored outpatient therapy appointment. It will help prepare you for surgery and facilitate recovery afterward, so you can return to your normal activities as quickly and safely as possible. You will learn what to expect before and after surgery as well as determine any special needs you may have during recovery.

#### Specifically, prehab includes the following objectives:

- Learn how to manage your daily activities at home following surgery
- Learn the exercises you will perform immediately post-operatively and throughout recovery
- Discover how to prepare your home to make the transition after surgery easier
- Review how to put on and remove the sling you will wear after surgery
- Ask any questions you may have about the rehabilitation process

To schedule your prehab therapy appointment prior to surgery, you can call MedStar Health Physical Therapy at **844-91-GETPT** (844-914-3878) or you may also be contacted to assist in scheduling an appointment.

### Durable medical equipment

You may require special equipment at home for some time after surgery, and your therapist may make specific recommendations during prehab. Insurance does not pay for this equipment, so you are encouraged to explore other purchasing options.

To the right is equipment commonly used after orthopaedic surgery.

#### Examples of where to purchase equipment:

- Amazon.com
- CVS
- eBay
- Home Depot
- Lowe's
- Northern Pharmacy
- Target
- Walgreens
- Walmart

Medical equipment can also sometimes be found at county or local church loan closets.

## Medical equipment you may need after surgery:



**Raised toilet seat**  
(\$15-\$25)



**Raised toilet seat with arms**  
(\$25-\$40)



**Shower chair**  
(\$30-\$60)



**Extended tub bench**  
(\$50-\$80)



**Bedside commode**  
(\$35-\$50)



**Safety/grab bars**  
(\$15 and up)

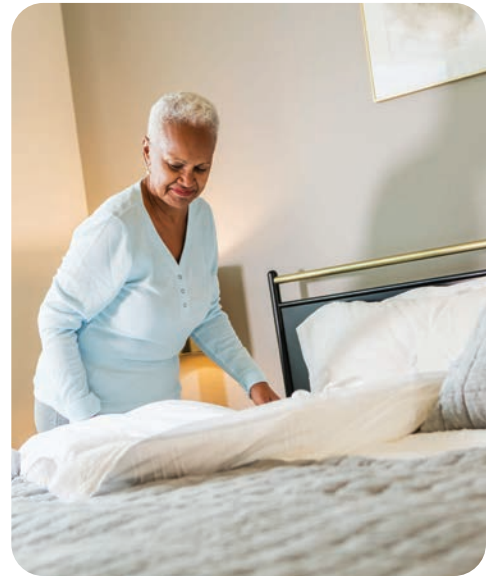
**Note:** For your safety, securely attach the grab bars to the wall; it is not recommended to use the bars with suction cups.



**Toilet safety rail**  
(\$20-\$40)



# Planning ahead for a **successful** **recovery.**



**There are several things you (or a family member or friend) can do to make sure your home is safe and comfortable while you are recovering. Keep in mind, you may have to adapt how you perform some of your daily activities, allowing for extra time with one arm in a sling. It may be helpful to practice your daily activities without using your operated arm before surgery.**



## **Bedroom and bathroom**

1. Use a night light.
2. Use a shower chair or bench in your tub or shower.
3. Consider purchasing a hand-held showerhead.
4. Use a raised toilet seat if you already have difficulty standing up from your toilet prior to surgery.
5. Leave the bathroom door unlocked, so it can be opened from both sides.
6. Consider the use of a rubber mat or nonskid strips in the tub or shower.
7. Consider installing grab bars around the toilet and tub or shower. (It is not safe to pull up on a towel bar.)



## **Kitchen**

1. Make sure all frequently used items are within arm's reach.
2. Move all food in the refrigerator to the shelves you can most easily reach.
3. Prepare meals ahead of time and freeze them.
4. Have a chair in the kitchen area available for rest breaks.



## **Throughout your home**

1. Choose firm chairs with armrests when possible and use a cushion to raise the height if necessary.
2. Avoid chairs with wheels.
3. Before sitting down, make sure all items are within reach.
4. Remove clutter, throw rugs, and extension cords from the floor.



### Transportation

1. Consider height of vehicle (SUV vs. sedan) upon discharge. Particularly tall patients will have difficulty getting into smaller cars, and shorter patients will have difficulty climbing into larger vehicles.
2. Remember, you will not be able to drive for some time. Before you can return to driving, you must be off all pain medication prescribed by your surgeon. Your surgeon will advise you on this. Consider practicing in an empty parking lot before returning to the roads.



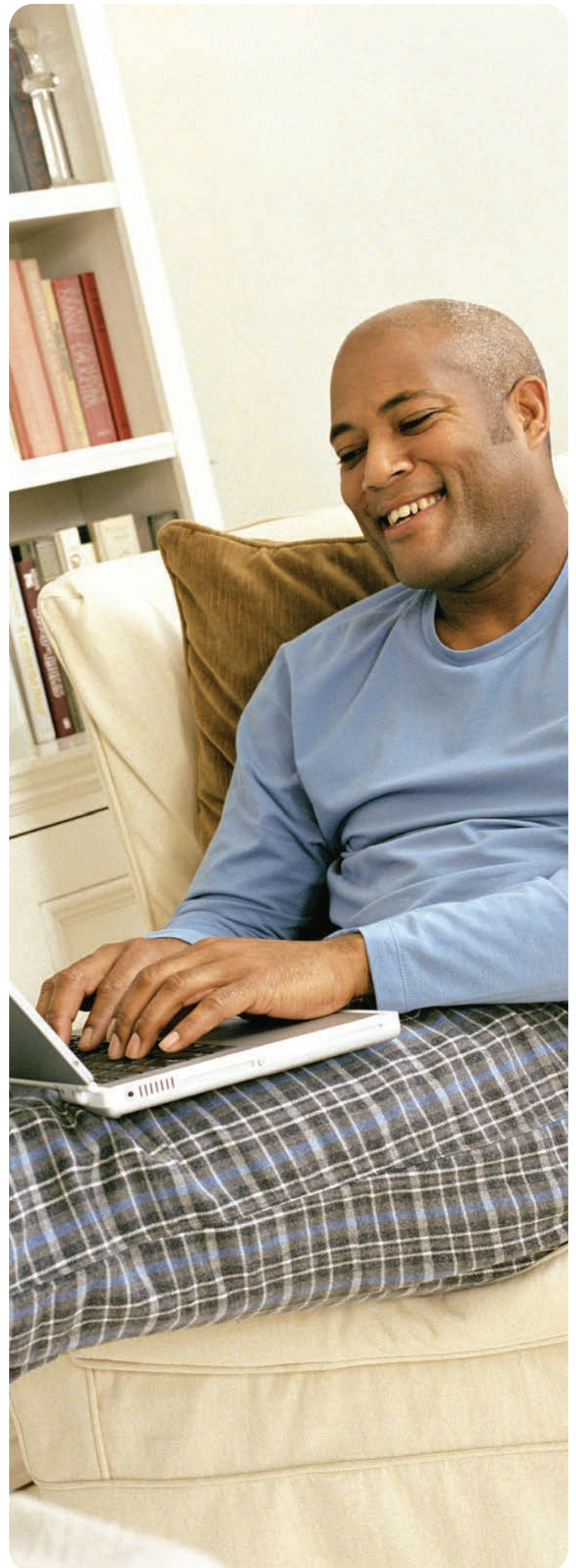
### Daily living

1. If an assistive device is recommended, use as directed.
2. Allow yourself plenty of extra time to get to scheduled appointments. Your balance may be altered with one arm in a sling.
3. Stay home if inclement weather is in the forecast.
4. Consider alternative care for your pets. You will not be able to walk a dog or reach to the floor for food and water bowls or change the cat litter.



### Recovery area

1. Select an area on one level of your home where you will be comfortable spending the majority of the day.
2. Make sure you have a bathroom or bedside commode close by.
3. Have comfortable, supportive seating with an extra pillow available for support under your operated arm.
4. Have a table or tray next to your seat to have easy access to food, water, and a phone.



# Countdown to surgery **checklists.**

Please review the **Preparing for Your Surgery** section on pages 8 and 9.

## More than 14 days before surgery:

- Schedule your pre-operative physical exam. Be sure that your physical exam paperwork (located in the pocket of this booklet) is faxed to the appropriate pre-op office at least 14 days before your surgery. (See page 8 for fax numbers.)
- If you see any specialists (i.e., cardiologist, hematologist, pulmonologist), you may also require clearance from them prior to surgery. It is best to discuss this with your primary care physician.
- Make a dental appointment if you haven't had one in the last year. (Please see Signs of Infection on page 15.)
- Schedule your prehab therapy appointment at an outpatient therapy clinic. You can view a list of MedStar Health Physical Therapy locations at **MedStarHealth.org/MHS/Physical-Therapy**.
- Prepare your home for recovery from surgery. Please review the suggestions on pages 10-11.
- Arrange how you will get home when you are discharged after surgery.
- Identify the family members and/or friends who will help take care of you when you get home.

## 14 days before surgery:

- If you take a weight-loss supplement containing the drug phentermine, stop taking it at least 14 days prior to surgery.\*

## Within 14 days of surgery:

- Watch the online pre-operative orthopaedic class at **MedStarOrtho.org/Class** or, when possible, attend a live class for surgeries at the hospital.
- Expect a call from your assigned patient care coordinator (if you are having surgery at MedStar Union Memorial Hospital), who will help you with discharge planning.

## 7 to 10 days before surgery:

- Expect a call to confirm the time you need to arrive at the hospital or surgery center on the day of your surgery. This is usually two to three hours before your surgery time.
- Stop taking certain medicines before surgery, if told to do so by your doctor.
- Stop smoking and using any products containing nicotine (cigarettes, electronic cigarettes, chewing tobacco, nicotine gum or patches, pipes, cigars, etc.).\*
- If you are diabetic, you should have the physician who manages your diabetes advise you on how to adjust your medications for the day of surgery (when you can't eat or drink before the surgery).

**\* Please note:** For your safety, failure to comply with these requirements may result in your surgery being canceled.



### 3 days before surgery:

- Start showering daily with Hibiclens. Please review the pre-operative shower instructions on page 14. **Remember to not apply any powder, deodorant, perfumes, or lotions after washing with Hibiclens.**

### Day before surgery:

- DO NOT eat or drink after midnight** before your surgery—remember, this includes candy, gum, mints, etc.
- DO NOT smoke or use any nicotine products after midnight.** (Remember: It's best to stop all nicotine products seven to 10 days before surgery.)\*

### Day of surgery:

- If you are instructed by your primary care physician or by the physician who did your pre-op physical, you may take any recommended medications with a sip of water on the morning of your surgery.
- Take a shower with Hibiclens soap either the night before or preferably the morning of your surgery. Please review the pre-operative shower instructions on page 14.
- Wear clean clothes.
- Brush your teeth, but do not swallow the toothpaste.
- Arrive at the hospital or surgery center at least two to three hours prior to surgery (per your surgeon's instructions).
- For surgeries at **MedStar Union Memorial Hospital**, please have a plan to pay your co-pay if you plan to fill prescriptions at the hospital prior to discharge.

### Day of surgery (continued):

- For surgeries at **MedStar Surgery Center at Timonium**, plan to fill your prescription at a local pharmacy.
- If your surgery is at **MedStar Union Memorial Hospital**, please park in Garage A and walk over the breezeway. Report to the security desk and then proceed to the Registration Desk in the OR waiting room on the 1st floor. Please refer to page 38 for a hospital map.
- If your surgery is at **MedStar Surgery Center at Timonium**, please report to the surgical suites on the third floor.
- Leave all valuables at home on the day of surgery. This includes cash, credit cards, jewelry, laptop computers, and cell phones. Please note that MedStar Health is not responsible for any loss of, damage to, or theft of valuables.
- Notify your surgeon immediately if you have a cold, show signs of any infection (drainage, sore, toothache), or experience other changes in your physical condition.
- Observe our Patient and Visitor Code of Conduct. These expectations can be reviewed at [MedStarHealth.org/Code-of-Conduct](https://www.medsstarhealth.org/code-of-conduct).
- DO NOT eat or drink after midnight** before your surgery—remember, this includes candy, mints, etc.
- DO NOT smoke** or use any nicotine products on the day of your surgery.\*
- DO NOT apply lotion**, oil, powder, perfume, or deodorant after using soap. This will help decrease the number of bacteria that naturally occur on the skin.
- DO NOT wear jewelry** (including wedding rings) or contact lenses.

# Pre-surgery Hibiclens<sup>®</sup> skin prep instructions.



The purpose of the Hibiclens shower prep is to have your skin be as clean as possible prior to surgery to help prevent infection. You will need to shower for three consecutive nights before your surgery as well as on the morning of your surgery with Hibiclens soap. Please read all instructions below before starting your Hibiclens shower prep.

You can purchase Hibiclens antiseptic skin cleanser (generic name: 4% chlorhexidine gluconate) at any pharmacy (Walmart, CVS, Walgreens, etc.).

## Pre-operative skin care reminders:

Do NOT use Hibiclens on the face or genital area, and keep out of eyes, ears, and mouth.

Do NOT use Hibiclens if you are allergic to chlorhexidine gluconate.

Do NOT use a sponge, washcloth, etc., to apply Hibiclens. Apply only with your hands.

Do NOT wash with soap after you have used Hibiclens.

## Three consecutive nights before surgery:

1. In the shower, get your entire body wet. If you are going to wash your hair, do that first. Then use regular soap and water on your face and genitals. Make sure all shampoo and regular soap is rinsed off your hair and body before you use Hibiclens.

2. Turn off the water and open a packet of Hibiclens.
3. Pour the Hibiclens directly onto your hands.
4. Wash your body with Hibiclens from the neck down. Do not forget your back. Take about five minutes to do this, allowing the Hibiclens to clean your skin before you rinse.
5. Turn the water back on and rinse thoroughly with warm water.
6. Wear clean pajamas each night after you shower.  
**Do not use any powder, deodorant, perfumes, or lotions after washing with Hibiclens.**

## The morning of surgery:

1. Repeat the above steps for washing with Hibiclens.
2. Do NOT use any powder, deodorant, perfumes, or lotions after washing with Hibiclens.
3. Wear clean clothes to the hospital or surgery center the morning of your surgery.

For questions, please call your surgeon's office.

# Contributing factors to complications.



## Conditions that may increase your risk of having a complication during orthopaedic surgery include:

### Allergies

If you have any type of metal allergies—especially nickel—let your surgeon know. A different type of orthopaedic implant may be used.

### Obesity and poor nutrition

Proper nutrition plays an important role in your recovery and overall health. When your weight is under control and you are preparing for shoulder replacement surgery, it is important that your diet be nutritionally sound. Poor nutrition and obesity can increase your risk for infection and/or delay wound healing.

If you are overweight and would like to lose weight before or after surgery, we recommend that you join a physician-supervised weight-loss program. Please ask a member of your healthcare team for more information.

### Heart and lung disease

#### Smoking and nicotine products

Stop smoking and using any products containing nicotine (cigarettes, electronic cigarettes, chewing tobacco, pipes, cigars, nicotine patches or gum, etc.). Nicotine in tobacco products has been scientifically proven to slow bone healing by poisoning the cells in your body that are responsible for making bone. Smoking can increase your chance of lung complications and delay wound healing. Please ask a member of your healthcare team for information regarding smoking cessation.

### Diabetes

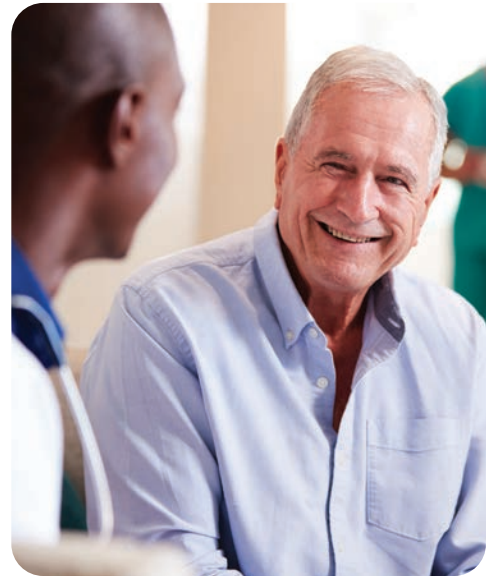
#### Signs of infection, such as a recent cold, flu, sore throat, and/or tooth disease

An infection anywhere in the body can interfere with the healing of the surgical site. Bacteria can travel through the bloodstream to the artificial implant. It is important that you are free of infection before surgery and seek immediate treatment for any infection that may occur after your surgery.

The most common areas that may be a source of bacteria in the body are the teeth and urinary tract. If you have not had a dental checkup within the last year, or if you have any dental infections, you are encouraged to make an appointment prior to your surgery. If you have any problems with urinating—frequency, burning, or difficulty passing urine—you should see your family doctor or urologist before surgery. Let your surgeon know if you have a cold, sores, cuts, or inflamed areas anywhere on your body.



# Participating in your care.



**Your care team is made up of highly skilled and trained healthcare professionals, including your surgeon, anesthesia providers, nurses, pharmacists, physician assistants, physical and occupational therapists, and a patient care coordinator. But the most important member of the team is you.**

#### **Patient**

You are the most important member of the team. Preparing yourself prior to surgery and understanding what must happen before and after your hospital stay contribute to a positive, successful outcome. Your participation is extremely important in your return to an active, independent, and rewarding lifestyle.

#### **Orthopaedic surgeon**

Your surgeon is board certified and fellowship trained in the surgical techniques and care involved in orthopaedic surgery.

#### **Anesthesia provider**

Your anesthesia provider is responsible for administering your pain medication and monitoring your condition during and immediately following the procedure.

#### **Patient care coordinator (for surgeries at MedStar Union Memorial Hospital)**

Your patient care coordinator (PaCC) will advise you on pre- and post-surgical options, from attending your shoulder replacement class to post-surgical rehabilitation and recovery. Working with your surgeon, your insurance, and members of your healthcare team, your PaCC will assist you in developing a post-surgical plan using the anticipated levels of rehabilitation services you need to reach your goals.

#### **Specialty nursing**

Your nurses—both in the operating room and in the post-operative recovery areas—have been specialty trained in orthopaedics and are experts in the care of patients undergoing orthopaedic surgery.

#### **Physician assistant**

The orthopaedic physician assistants are specialty trained healthcare providers who work directly with your surgeon and care team to manage your overall medical care.

#### **Occupational therapist**

Depending on your surgeon's preference, you may be seen by an occupational therapist (OT). The goal of occupational therapy is to increase your independence and safety when managing your activities of daily living (ADLs) as well as review your home exercise program and sling management.

#### **Physical therapist**

Depending on your surgeon's preference, you may be seen by a physical therapist (PT). The goal of physical therapy is to increase your independence and safety when moving around after surgery as well as review your home exercise program.

## Here are other ways you can participate in your care:

- Ask for pain medication before starting your exercise program. Please ask for ice afterward and as needed throughout the day.
- Make sure your nurse or doctor checks your identification (ID) wristband or asks your name before he or she administers any medication or treatment.
- Make sure your caregiver is wearing an identification (ID) badge.
- Carefully read any medical forms, making sure you understand them before you sign them.
- Know what medications you take and why you take them.
- Talk to your doctor or nurse about your medications and any side effects you may experience.
- Ask for written information about your medication.
- Ask your caregivers if they have washed their hands before providing care to you.
- Ask staff to explain what they are doing and why.
- Observe our Patient and Visitor Code of Conduct. These expectations can be reviewed at **MedStarHealth.org/Code-of-Conduct**.
- Sign up for the MedStar Health Patient Portal, a secure way to access your medical information any time of day or night on your own computer, tablet, or smartphone. To sign up, visit **myMedStar.org** and click Enroll Now. Learn more on page 21.



# The day of surgery.

## Pre-operative Assessment Center (Pre-Op)

After you check in at either the hospital or the surgery center, you will be directed to the Pre-operative Assessment Center, also known as Pre-Op. Here, you will receive a nurse visit, meet your anesthesia provider, and have a chance to speak with your surgeon. It is important to inform your anesthesia team in the pre-op area of any allergies or medications that have caused you problems in the past. It is also important to discuss any problems you may have had with anesthesia.

While in Pre-Op, information regarding your past medical history will be reviewed and confirmed by the surgical team. You will have an IV inserted in your arm for fluids and medications during surgery. Your surgeon will also mark the surgical site with his or her initials. You are now ready for surgery.

## Operating room

Your time in the operating room will depend on the complexity of the procedure. Your family and friends are welcome to stay in the waiting area until you are ready for visitors. The staff may ask for their phone number to contact them if they leave the waiting area. Once your surgery is completed, the surgeon will speak with your family and friends in the waiting area or over the phone to discuss the outcome of your surgery.

## Post Anesthesia Care Unit (PACU)

After your surgery is complete, you will be taken to the Post Anesthesia Care unit to recover from anesthesia. This is also known as the recovery room. This is a critical care unit staffed with specialty trained nurses who will monitor you closely, checking your vital signs, pain level, and bandages. You will remain in the recovery room until you are either discharged to home or transferred to your hospital room if staying overnight.

## Things to bring on the day of surgery:

- Driver's license or passport** for photo identification
- Insurance cards** (including your prescription card, if you have one)
- Copies of advance directives** or living will (if you have them)
- List of all of the medicines you take**, dosages, and the time of day you take them, including over-the-counter drugs and prescription medicines, as well as a list of any allergies you have. Please bring only the list of medications with you to surgery. Do not bring the medicine.
- A plan to pay co-pays** for any prescriptions you fill at either the hospital or a local pharmacy. Your plan could include having a family or friend pick up or paying over the phone.
- Footwear:** Shoes that protect your toes and heels, have a rubber sole, and will stay on your feet such as sneakers, slip-on flats, or sturdy slippers are recommended. If you only have shoes that have laces, pre-tie shoes loosely so they can slip on or purchase elastic shoelaces.
- Clothing:** You may have a bulky dressing on your surgical incision, which may drain fluid for the first few days, so loose-fitting, non-cotton stretchy clothing is recommended. This could include a loose or oversized button-down shirt, an athletic shirt made of tech material, or tank top as well as elastic waist pants, shorts, skirts, or a loose-fitting dress.
- Personal items:** Glasses, hearing aids, and dentures

### If staying overnight at the hospital:

- Toiletries:** Soap, shampoo, shaving items, toothbrush, toothpaste, comb, makeup, brush, and deodorant
- C-PAP or external breathing devices:** If you typically use assistive breathing devices at home, please bring them with you and label them with your name. Your nursing team will discuss arrangements for using them while in the hospital and will provide the sterile water for the machine.



# After surgery.

## Post-operative equipment

After surgery, either in the recovery room or on the orthopaedic unit, your vital signs (blood pressure, pulse, respirations, temperature, and oxygen levels) will continue to be monitored as your anesthesia wears off.

## You will notice a lot of equipment on and around you, which may include:

- **Compression stockings** on legs to help minimize the risk of developing blood clots.
- **Sequential compression devices (SCD)** on legs to assist with circulation. An SCD comfortably squeezes and relaxes your legs like a massage.
- **Incentive spirometer** to keep your lungs clear and active during your recovery. Use this device 10 times every hour while awake, making sure you take long, deep breaths IN.
- **Ice bags or cold therapy devices** on the surgical site, helping to decrease the swelling and pain in the shoulder after surgery. Please don't hesitate to ask for ice whenever you need it.

## Your recovery

On the day of surgery, when you are fully awake, you will get out of bed with the assistance of a nurse. While in bed, you may lie in any position that makes you comfortable as long as your operated arm is positioned as per your surgeon's instructions.

We are committed to making sure you are safe while getting in and out of bed following surgery. Notify the nurse each time you need to move about the room and wait for assistance. Please do not get out of bed without assistance. We want to keep you safe from falls.

## Going to the bathroom

Because your safety comes first, your caregiver may stay with you during your bathroom visit to prevent falls. Due to the effects of medication and anesthesia, all patients should be monitored—even those who have never fallen before or do not believe they are at risk for falling. Although this might seem uncomfortable, please know that we respect your privacy.

## Managing your pain

Everyone experiences and handles pain differently. That's why we work closely with you to develop a pain goal and keep you as comfortable as possible after your surgery. Remember, it is normal to have pain and discomfort after surgery. There are many ways to control pain that do not involve medication, including ice, distraction, and deep breathing. We strive to determine the best way to keep your pain controlled after surgery and will send you home with a plan to manage your pain and prescriptions for the medications that work for you.

Refer to your surgeon's specific protocol on narcotic use post-operatively. **Post-operative pain drastically decreases in the first few days after surgery.**





# Discharge to home.



## Discharge instructions

Before you leave the hospital or surgery center, your doctor or nurse will review discharge instructions about any post-operative care. These instructions will be specific to your surgery and your surgeon's protocol but generally will include:

- Wound care and dressing management
- Showering
- Pain control including ice, deep breathing, distraction, and medications
- Normal healing signs such as bruising and swelling
- Signs and symptoms of infection
- Follow-up appointment

After reviewing with your care team, you will receive a written copy of these instructions before you leave. You may be required to contact your surgeon's office for specific details about your individual recovery. If you have questions about your diet, activities, or other matters, please don't hesitate to ask.

## MedStar Health

MedStar Union Memorial Hospital and MedStar Surgery Center at Timonium are part of MedStar Health, a nonprofit, regional healthcare system with 10 hospitals and more than 20 other health-related services in the Maryland and Washington, D.C., region.

As you progress from surgery to at-home recovery and outpatient therapy, you may choose to continue your MedStar Health patient experience at another provider in the MedStar Health system. Your surgeon can provide a referral.

## Outpatient therapy

As you follow up with your surgical team post-operatively, they will determine whether it is best to continue a home exercise program or start attending outpatient therapy. For patients who are mobile and can function safely at home when they leave the hospital, therapy is available on an outpatient basis at more than 50 MedStar Health Physical Therapy sites.

To view a list of MedStar Health Physical Therapy locations, visit [MedStarHealth.org/MHS/Physical-Therapy/](https://www.MedStarHealth.org/MHS/Physical-Therapy/).

Generally, if it is recommended that you attend outpatient therapy, this will include 2-3 visits per week in addition to your home exercise program.

## Your opinion matters

We are always committed to providing the best in quality and service. Following your visit, you may receive a telephone survey asking about your experience.

Your feedback helps us identify ways to continually improve your patient experience and our quality of care.



### MedStar Health Patient Portal

Wondering what the results of your cholesterol test were? Need a prescription refill or an appointment with your MedStar Health doctor? There's a secure way to get access to your medical information any time of day or night on your computer, tablet, or smartphone.

Sign up for our free, secure, online patient portal at **myMedStar.org** and click **Enroll Now**.



### MedStar Orthopaedic Institute Outcomes program

Our interest in your successful recovery doesn't end after surgery. Your participation in the MedStar Orthopaedic Institute Outcomes program is a way for you and your surgeon to stay connected. Through this partnership, your surgeon will have a better understanding of how well you recovered, particularly with regard to pain, mobility, and quality of life. At the time of your post-op visit, you will be asked to complete a brief questionnaire. By repeating these questionnaires at specific intervals, both you and your surgeon will be able to review and compare your improvement over time.

For your convenience, MedStar Orthopaedic Institute offers an easy and efficient way for you to stay in touch with this important program. Your surgeon will contact you via email with a secure link to your personal questionnaire, so please provide your email address to your surgeon's office. Rest assured, all information is HIPAA compliant and is treated with the same level of patient confidentiality as your medical record.

Measuring results for the quality of care that we provide is just one example of our commitment to maintain the highest standard of excellence in orthopaedic surgery. Your surgeon and our team of healthcare professionals thank you in advance for your support.



# Financial information.



**We understand that billing and payment for healthcare services can be confusing. Once your physician has scheduled your surgery, Registration may call you to verify your insurance coverage and other information obtained from your physician.**

We make every effort to contact you at home, but it may be difficult to reach you during regular business hours. Therefore, we will need to verify your information during the registration process prior to surgery.

### **Your surgery bill**

As a routine practice, MedStar Health attempts to collect all patient expenses prior to the delivery of services. This includes deductibles, co-pays, and co-insurance amounts. The MedStar Health Central Business Office will contact you with this request.

### **Processing your bill**

If you have insurance coverage, MedStar Health will bill your insurance carrier shortly after healthcare services are provided. While we attempt to provide all information and paperwork to your insurance company, sometimes it requires a response from you to resolve issues related to your account or insurance coverage. If your health plan has not made a payment within a reasonable period of time (usually 60 days after billing) and has not responded to our attempts to resolve payment matters on your behalf, the balance may become your responsibility.

### **Physician professional fees**

The surgery bill for orthopaedic surgery does not include fees for physician services. Because your treatment includes the services of a surgeon, anesthesia providers, and perhaps other physician specialists, you will receive a separate bill from these providers. If you have questions regarding any of your physician bills, please call the telephone number printed on the physician bill.

### **Payment options**

For your convenience, MedStar Health accepts cash, personal checks, debit cards, and money orders, as well as Visa, MasterCard, and Discover.

### **Financial office contact information**

If you have questions before surgery, please contact the MedStar Patient Financial Services Office at **410-933-8200**.

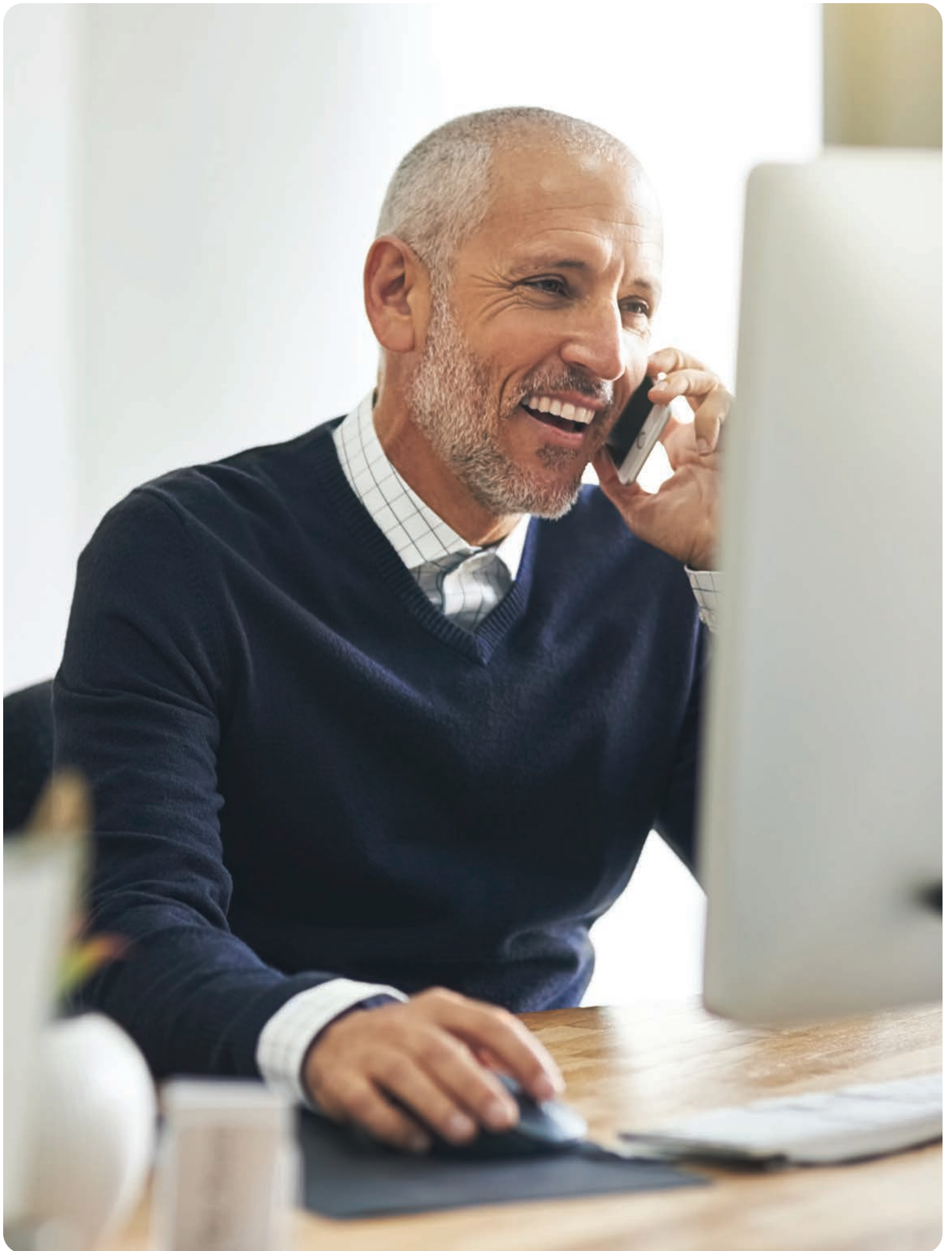
If you have questions after surgery, please contact the MedStar Health General Billing Office at **410-933-2424**.

### **Pre-registration**

It is important to pre-register for your procedure. We will contact you by phone several weeks before your surgery to verify insurance coverage, co-payments, deductibles, and other information.

On the day of your surgery, you simply need to check in, provide a copy of your insurance card and photo ID (driver's license or passport), and complete any paperwork you are given.







# Activities of Daily Living (ADLs) after a shoulder surgery.



**This is a list of suggested techniques. Please follow the specific directions given by your doctor.**



## General precautions

- Do NOT put weight on your operated arm until cleared by your surgeon.
- Do NOT reach behind your back with your operated arm until cleared by your surgeon.
- Perform your exercises as instructed.
- Ice your shoulder frequently throughout the day, especially after completing your exercises.



## Sling

- Wear your sling at all times or as directed by your surgeon.
- Typically, you may remove your sling ONLY for bathing, dressing, and exercises.
- If experiencing discomfort, you may remove the sling for readjustment as long as your arm remains at your side.
- Refer to pages 26-27 for more details on sling management.



## Upper body dressing

- Wear a loose-fitting button-down or stretchy pullover shirt.
- Place your OPERATED arm into the sleeve FIRST.
- If wearing a pullover shirt, put your head in next, then your non-operated arm.
- If you wish to wear a bra, it is easiest to have front clasps. Alternatively, you could wear a camisole or tank top.
- Refer to pages 28-29 for step-by-step pictures of putting on a shirt safely.



## Lower body dressing

- Wear comfortable, elastic waist pants.
- Sit as much as possible when getting dressed.
- Only use your non-operated arm to pull up pants and underwear.
- Wear sturdy, rubber-soled shoes with a back.



### Showering

- Wait until cleared by your doctor to shower.
- It is often recommended to use a shower chair during recovery.
- Lean your body forward to clean under your operated arm.



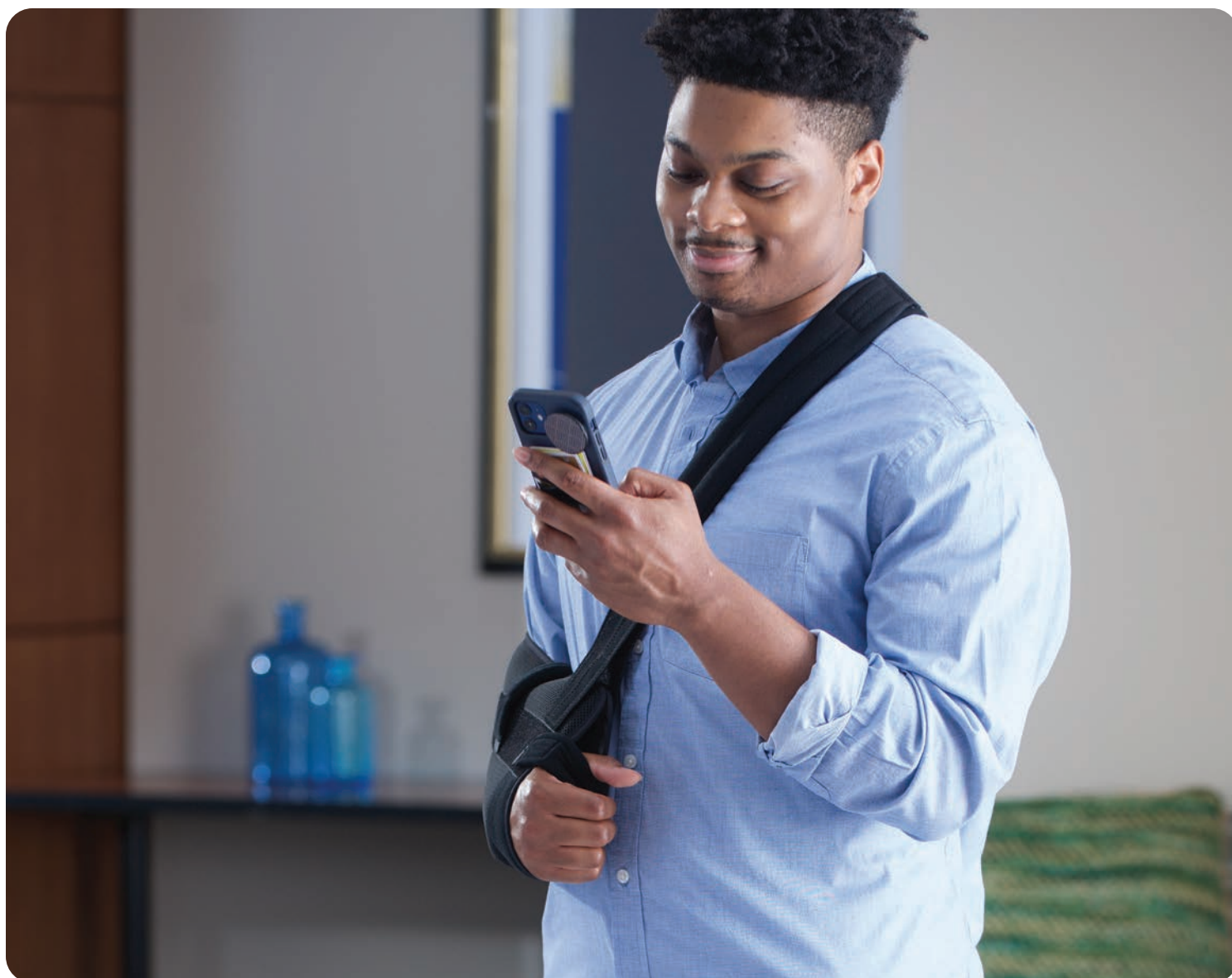
### Driving

- No driving until cleared by your doctor.



### Positioning

- Sleep with your sling on.
- Sleeping in a more upright position may be more comfortable initially (using a recliner or extra pillows in the bed).
- It is recommended to put a pillow behind your operated arm and shoulder.
- A body pillow may be useful to support your operated arm by wrapping behind your arm and shoulder while also supporting your elbow, wrist, and hand.



# Sling management without bolster pillow.

## Please Note

This is an example of one brand of shoulder sling. Your sling may vary slightly; however, the steps should be very similar.



### STEP 1

Adjust the strap to the loosest setting, and place your sling on a waist-high surface.



### STEP 2

Lean forward over the sling. Position your elbow at the back of the sling.



### STEP 3

Bring the shoulder strap over your head.



### STEP 4

Stand up fully, and then tighten the shoulder strap until your arm is supported.



### STEP 5

Place your thumb within the elastic loop found on the inside of the sling.



**This is the final, correct position for the sling.**

# Sling management with bolster pillow.

## Please Note

This is an example of one brand of shoulder sling with bolster pillow. Your sling may vary slightly; however, the steps should be very similar. Your surgeon will let you know if and when you should wear the bolster pillow.



### STEP 1

Place your sling on a waist-high surface.



### STEP 2

Lean forward over the sling. Position your elbow at the back of the sling.



### STEP 3

Bring the shoulder strap over your head.



### STEP 4

Stand up fully, and then tighten the shoulder strap until your arm is supported. Attach the strap over your forearm, and then attach the strap between your thumb and index finger.



### STEP 5

Bring the bolster pillow waist strap around your back and secure in the front near your belly button.



**This is the final, correct position for the sling.**



# Upper body dressing— button-down shirt.

## General Tips

- Always dress your operated arm first.
- When undressing, always take your operated arm out of the clothes last.



### STEP 1

Bend forward at your waist and let your operated arm hang down. Hold your shirt with your non-operated arm.



### STEP 2

Place your operated arm into the sleeve, and pull your shirt up over your shoulder and around your back.



### STEP 3

Put your non-operated arm into the sleeve.



### STEP 4

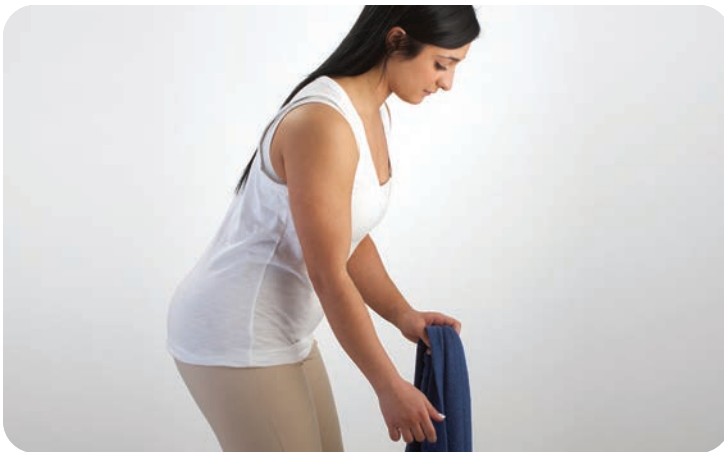
You can use both hands to button your shirt (you are allowed to bend your elbow on your operated arm).

**NOTE:** To take off your shirt, be sure to take your non-operated arm out FIRST and your operated arm out LAST.

# Upper body dressing— pullover shirt.

## General Tips

- Always dress your operated arm first.
- When undressing, always take your operated arm out of the clothes last.



### STEP 1

Bend forward at your waist and let your operated arm hang down. Hold your shirt with your non-operated arm.



### STEP 2

Place your operated arm into the sleeve, and pull the sleeve up to shoulder height.



### STEP 3

Put your head into the shirt.



### STEP 4

Place your non-operated arm into the sleeve and pull your shirt down.



**NOTE:** To take off your shirt, be sure to take your non-operated arm out FIRST, pull your head out of your shirt, and pull your shirt down from your operated arm.

# Location of **surgery.**

## **Your surgeon has advised on where your surgery will be taking place (at either MedStar Union Memorial Hospital or MedStar Surgery Center at Timonium).**

There may be a number of factors that help guide this decision including your insurance, past medical history, type of surgery, and other unique aspects of your surgery and recovery plan. There will be important differences between having surgery at MedStar Union Memorial Hospital and MedStar Surgery Center at Timonium.

If you are unsure where your surgery is scheduled, please contact your surgeon's office.

**Please refer to the appropriate following pages:**

**MedStar Union Memorial Hospital: pages 32-39**

**MedStar Surgery Center at Timonium: pages 40-41**



MedStar Union Memorial Hospital



MedStar Surgery Center at Timonium







# From pre-surgery through recovery, our focus is you.

Before surgery, you will be matched with a patient care coordinator (PaCC). Your PaCC is a specialty trained healthcare professional who will guide you through the pre- and post-surgical services you need for a successful recovery. Consider your PaCC your champion, whose goal is to get you back to your active life as seamlessly as possible.

**Your PaCC will contact you approximately two weeks prior to your procedure to work with you to develop your individualized safe recovery plan by discussing the following:**

- **Shoulder surgery pre-operative education class**
- **Outpatient therapy prehab appointment**
- **Recommendations to prepare your home and support system prior to surgery**
- **The day of surgery**
- **Therapy services if recommended**
- **Safe transition to recovery at home**

Collaborating with your physician and other care professionals, the PaCC team works to help you safely return to your highest level of function, so you can live your life to the fullest.

Should you have any questions before you're matched with your PaCC, please call **410-554-2820**.

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**Your name**

---

**Your PaCC**

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**PaCC phone number**

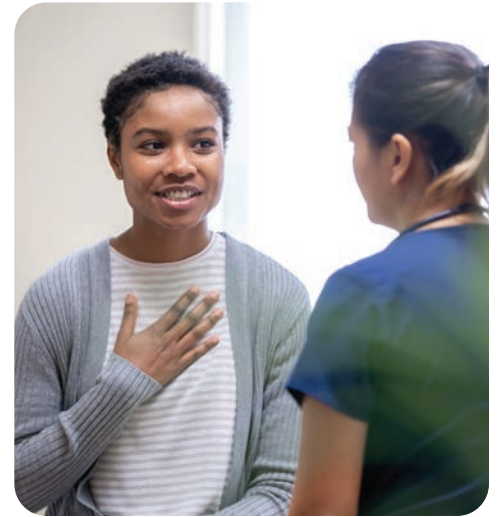
## Tips for caregivers.

(ONLY for patients staying overnight at the hospital)



- Visiting hours are from 11 a.m. to 8:30 p.m. daily. The number of visitors is limited to two, and children under age 12 are not permitted. All visitors must have a visitor's pass. Please keep in mind that limiting the visit time allows the patients to use their energy for recovery. Please note, the visiting hours are subject to change due to any hospital or health department regulations.
- You may request an overnight pass from the nurses' station if you wish to stay with the patient. Only one guest is allowed.
- You may bring your family member's favorite foods to the hospital, as long as he or she does not have any dietary restrictions.
- Please ensure any food you bring to the hospital is placed in labeled and sealed containers.
- The hospital is unable to store personal property, such as suitcases and laptops, and is not responsible for lost or stolen property. Please do not bring valuables to the hospital except for payment for your medication upon discharge.
- Please do not bring medications from home.
- Be sure the vehicle used to bring the patient home is large enough to get into and out of easily. Small, compact cars are not recommended and can cause unnecessary discomfort.
- Discount parking passes may be purchased in the gift shop, but ONLY after the patient has been admitted to the hospital.
- Free Wi-Fi is available in the hospital. The network is "MedStarGuest."
- Encourage your family member to follow all instructions and guidelines provided. This is especially important because he or she might be discouraged by pain and fatigue that can often follow surgery. Remember, it is normal to have some pain and discomfort after surgery.
- When your family member is home from the hospital, encourage him or her to do as much as possible without your assistance. This leads to a quicker recovery and greater sense of independence.
- Call the surgeon's office if you have any questions or concerns.

# MedStar Union Memorial Hospital patient advocacy.



### Patient advocacy

Your care and comfort during your hospital stay are very important to us. Should you have any concerns or problems that cannot be resolved by a member of your healthcare team, our Patient Advocacy staff is available to help answer questions, respond to complaints, and assist in a variety of other ways.

If you wish to voice a concern, please call Patient Advocacy at **410-554-4565**. MedStar Union Memorial Hospital encourages you to share any concerns you may have about your care. All attempts will be made to resolve the concern or issue in a timely manner. If your concerns are not resolved to your satisfaction after you leave the hospital, you may submit a complaint to the Maryland Department of Health and Mental Hygiene or The Joint Commission.

### Patient Advocacy

MedStar Union Memorial Hospital  
201 E. University Parkway  
Baltimore, MD 21218  
410-554-4565

### Maryland Department of Health and Mental Hygiene

Office of Health Care Quality  
Spring Grove Center  
Bland Bryant Building  
55 Wade Ave.  
Catonsville, MD 21228-4663  
410-402-8000

### The Joint Commission

Office of Quality Monitoring  
One Renaissance Blvd.  
Oakbrook Terrace, IL 60181  
800-994-6610



### Speak up about patient safety

Patient safety is a top priority at MedStar Union Memorial Hospital, and we encourage you to take an active role in your health care. We urge you to speak up if you have questions or concerns about your diagnosis, hospital care, medications, tests, and treatments. If you don't understand, ask again. You have a right to know.

Consider asking a trusted family member or friend to help you if you are uncomfortable asking for information or voicing concerns. Remember, you are the center of your healthcare team. Participate in all decisions about your treatment.



# Dining and accommodations.



## Food and dining

1. **Subway**  
3233 St. Paul St. • **410-243-9550**  
Sandwiches, salads, wraps, take-out or eat-in
2. **University Market**  
3201-G St. Paul St. • **410-366-6630**  
24-hour convenience store and sandwich counter
3. **Starbucks**  
3201-C St. Paul St. • **410-235-4653**  
Coffee, tea, related beverages, and light fare
4. **Potbelly**  
3201-B St. Paul St. • **443-451-1106**  
Sandwiches and salads
5. **Chipotle**  
3201-A St. Paul St. • **410-662-1701**  
Burritos, quesadillas, salads, and chips
6. **Carma's Cafe**  
3120 St. Paul St. • **410-243-5200**  
Neighborhood coffee shop for breakfast or lunch
7. **AjumMa**  
3121 St. Paul St. • **410-235-4429**  
Casual Korean food
8. **TKK Fried Chicken**  
3113 St. Paul St. • **443-449-7297**  
Taiwanese fried chicken
9. **Orient Express**  
3111 St. Paul St. • **410-889-0003**  
Eat-in and delivery Chinese food
10. **Charles Village Pub**  
3107 St. Paul St. • **410-243-1611**  
Full bar and pub food
11. **Sagoon Indian Fusion**  
3105-B St. Paul St. • **410-235-1004**  
Indian Fusion food
12. **Boz's Burger Bistro**  
3101 St. Paul St. • **410-889-1718**  
Creative burgers and milkshakes

- 13. Gertrude's**  
10 Art Museum Dr. • **410-889-3399**  
Chesapeake-inspired menu at  
Baltimore Museum of Art
- 14. Bird in Hand**  
11 E. 33rd St. • **410-814-0373**  
Coffee shop and bookstore
- 15. Honeygrow**  
3212 St. Paul St. • **410-243-0107**  
Counter service for locally sourced salads,  
stir-fries, and fruit-honey desserts
- 16. THB Bagels and Deli**  
3208 St. Paul St. • **410-624-7152**  
Gourmet bagel sandwiches, spreads, and salads
- 17. Döner Brös**  
3204 St. Paul St. • **844-366-7277**  
Kebab shop
- 18. Insomnia Cookies**  
3301 N. Charles St. • **877-632-6654**  
Hot cookies available until 3 a.m.
- 19. Tamber's**  
3327 St. Paul St. • **410-243-0383**  
Comfort food as well as Indian cuisine
- 20. Ambassador**  
3811 Canterbury Rd. • **410-366-1484**  
One of Baltimore's favorite Indian restaurants
- 21. Cypriana**  
105 W. 39th St. • **443-449-5555**  
Mediterranean cuisine, dinner only

## Accommodations

These local hotels may offer reduced rates for family and friends of our patients. Just ask for the MedStar Union Memorial Hospital rate.

### Doubletree Inn at the Colonnade

4 W. University Pkwy. • Reservations: 410-235-5400

### Delta Hotels by Marriott Baltimore North

100 Village Square • Reservations: 410-532-6900

Online reservations: [Marriott.com](https://www.marriott.com)

Fax: 410-532-2403

### Plaza Lord Baltimore Hotel

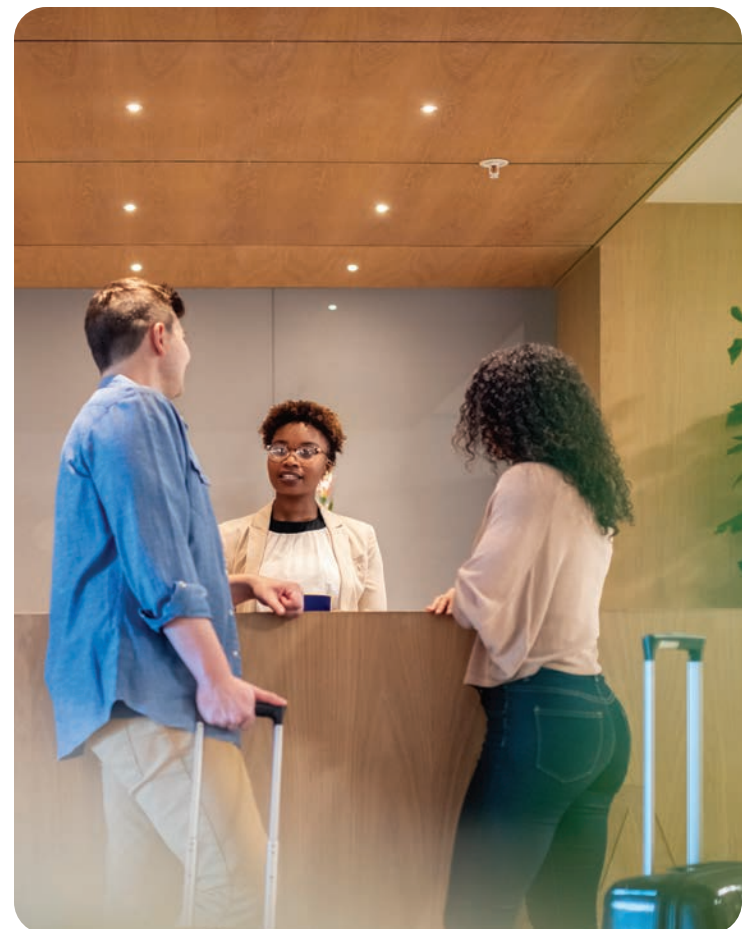
20 W. Baltimore St. • Reservations: 410-539-8400

[lordbaltimorehotel.com](https://www.lordbaltimorehotel.com)

### Hotel Brexton

868 Park Ave. • Reservations: 443-478-2100

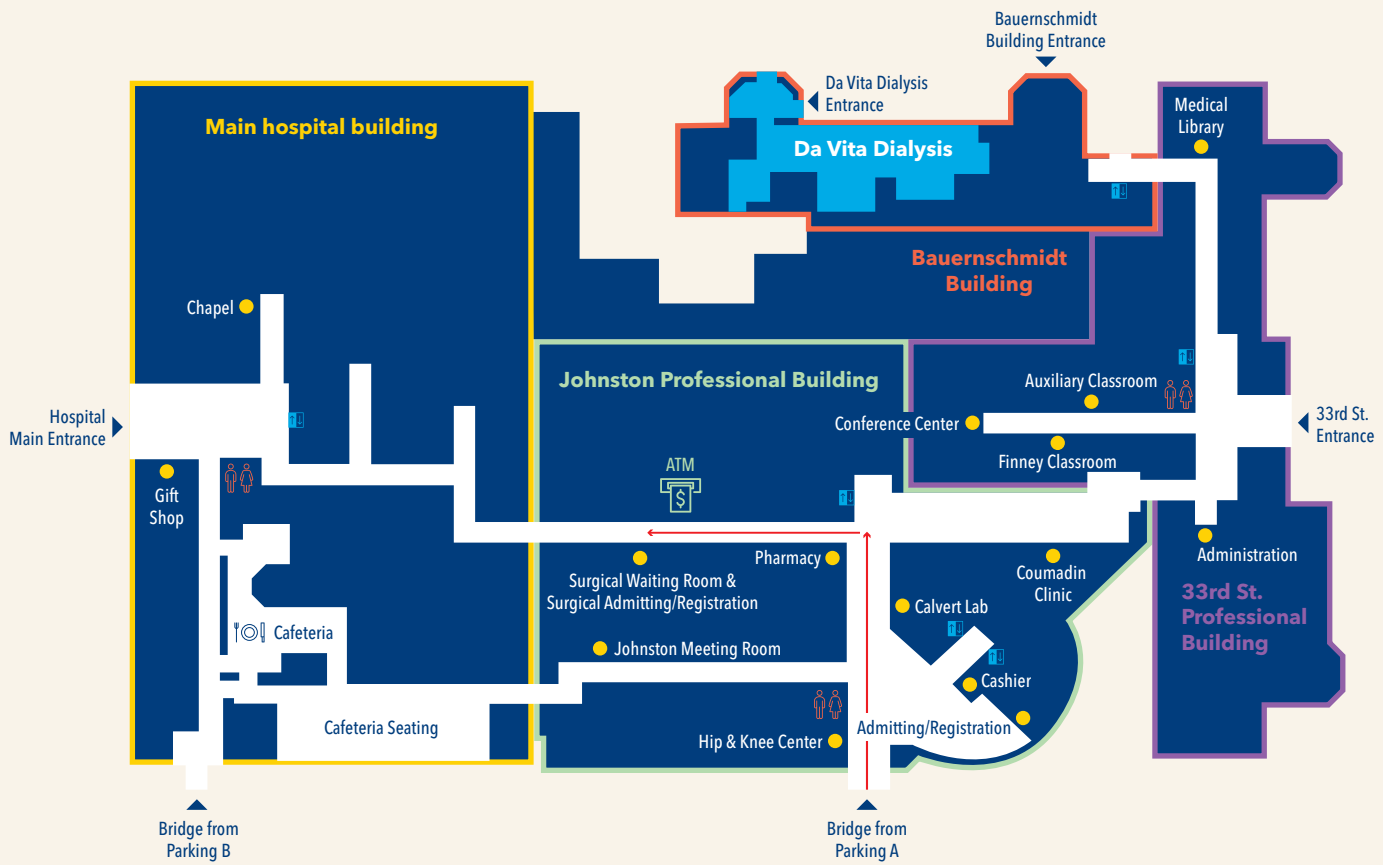
[brextonhotel.com](https://www.brextonhotel.com)



# MedStar Union Memorial Hospital

## First Floor

201 E. University Pkwy.  
Baltimore, MD 21218  
**410-554-2000**





# Thank you for choosing MedStar Orthopaedic Institute for your recent joint replacement.

**We invite you to make a gift in support of the joint replacement program at MedStar Union Memorial Hospital.**

With your generous support, we can advance the treatment of joint disorders by enhancing patient care and patient education, providing continuing medical education for physicians and nurses, and conducting clinical research that has the potential to impact the lives of countless people.

To learn how you can support the joint replacement program, call the Office of Philanthropy at **410-554-2662** or email **[mumhgift@medstar.net](mailto:mumhgift@medstar.net)**.

**Thank you for your support.**

# MedStar Surgery Center at Timonium **information.**

## Before surgery

A nurse from the MedStar Surgery Center at Timonium will contact you at least 24 hours before your surgery. If no one has called, please call the Surgery Center at **410-252-5671** for instructions.

## Reporting for surgery

Enter the MedStar Surgery Center at Timonium's main entrance on the ground level, take the elevator to the surgery suite on the third floor.

## Parking

Parking is free and located on site.

## Transportation

It is extremely important to arrange for a responsible adult to drive you home and remain with you for the first 24 hours after surgery.

## Discharge

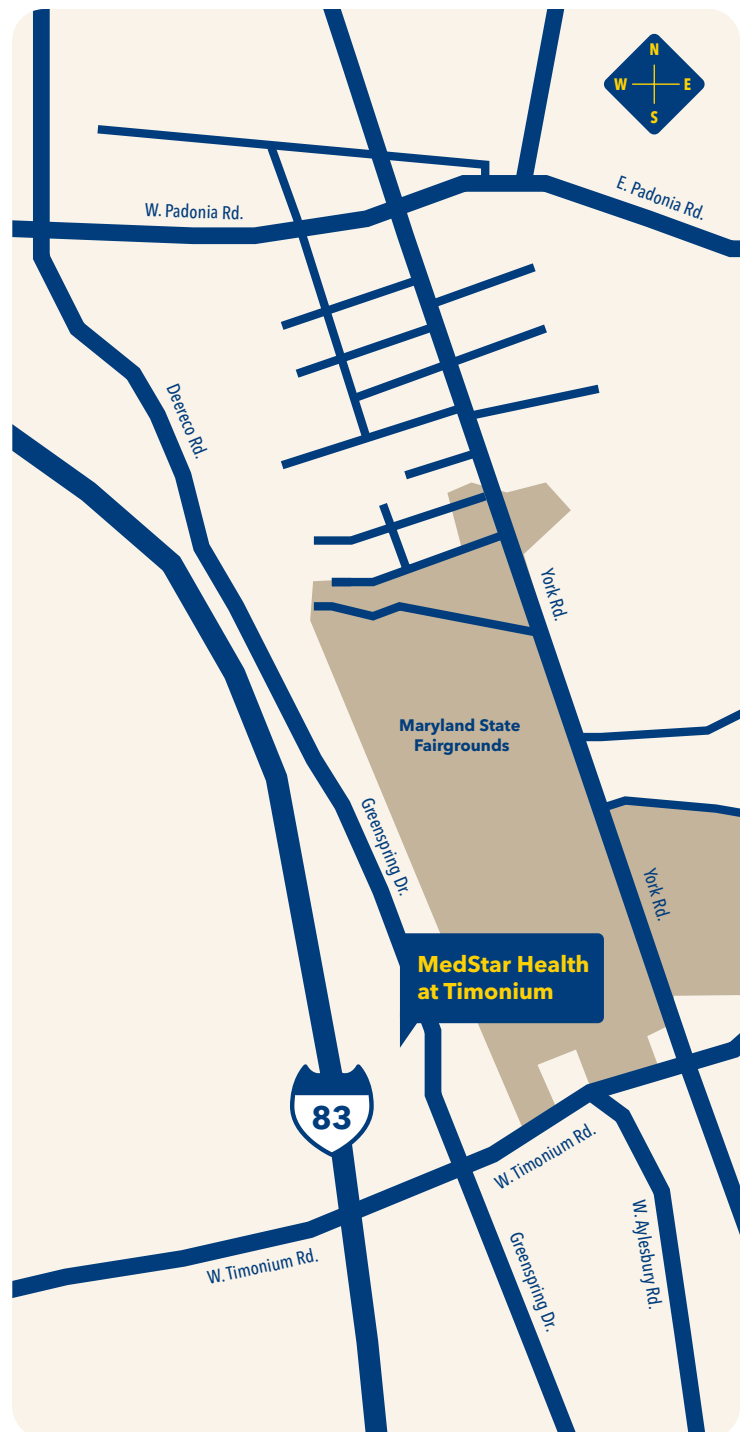
The staff will review your discharge instructions after surgery. It is important to follow all instructions and guidelines. If you have any questions, please call your surgeon.

## After surgery

A nurse from the MedStar Surgery Center at Timonium will call you the day after your surgery to check on your progress and discuss any questions you may have. If you have any unexpected problems, please call your surgeon. If you have an emergency, call 911.

## Recovery

As you are recovering, try to do as much as possible without the assistance of others. This will lead to a quicker recovery and greater sense of independence.



# Food and dining.

## **Timonium Rd.** (heading east from Greenspring Rd.)

### **The Natural Market**

Juice bar and vegetarian eats • **410-560-3133**

### **Baja Fresh**

Baja-style Mexican fast-food chain • **410-561-1050**

### **Firehouse Subs**

Counter-serve sandwiches • **443-991-5954**

### **TCBY**

Frozen yogurt and chilled coffee • **410-252-9554**

### **Berri Purple**

Acai bowls, smoothies, and juices • **443-946-9639**

## **York Rd.** (heading north from Timonium Rd.)

### **McDonald's**

Fast-food burgers; open 24 hours • **410-252-2155**

### **Michael's Café**

Spacious American grill and raw bar • **410-252-2022**

### **Pizza Sauce**

Hand-tossed pizza and subs • **410-308-8855**

### **Panera Bread**

Bakery café with free Wi-Fi • **410-453-9840**

### **Starbucks**

Coffeehouse with drive-thru • **443-862-4435**

### **The Honey Baked Ham Company**

Whole meats and sandwiches • **410-561-5261**

### **Qdoba Mexican Eats**

Counter-serve Mexican chain • **410-252-4424**

### **SweetFrog**

Premium frozen yogurt and sorbet • **443-895-4899**

### **First Watch**

Casual chain café for breakfast and lunch • **410-308-3447**

### **Nalley Fresh**

Counter-serve salads, wraps, and bowls • **410-252-9400**

### **The Coop**

American bistro with live music • **410-842-2270**

### **Hightopps Backstage Grille**

Outdoor seating and playground • **410-560-7101**

### **An Poitin Stil**

Irish pub and restaurant • **410-560-7900**

### **Pho Tan My**

Vietnamese noodle soup and cuisine • **410-401-4969**

### **Taco Bravo**

Taco and tequila bar • **443-689-7979**

### **CuVino Trattoria Pizza Enoteca**

Traditional Italian dishes and pizzas • **410-853-7484**

### **Cake by Jason Hisley**

Neighborhood boutique bakery • **410-431-2253**

### **Uber Bagels & Deli**

Authentic bagels and sandwiches • **443-330-5028**

### **Edo Sushi**

Japanese rolls, noodles, and bento boxes • **410-667-9200**

## **W. Padonia Rd.** (heading east from Deereco Rd.)

### **Mother's North Grille**

Neighborhood tavern • **443-991-5256**

### **Ryleigh's Oyster**

Local seafood and new American fare • **410-539-2093**

## **W. Padonia Rd.** (heading west from Deereco Rd.)

### **Chili's Grill and Bar**

Tex-Mex and American eats chain • **410-308-8740**

## **Deereco Rd./Greenspring Rd.**

(heading north from Greenspring Rd.)

### **Liberatore's Ristorante**

Family-owned Italian eatery and lounge • **410-561-3300**

### **Carroll's Carry Out**

Breakfast and lunch sandwiches • **410-252-6151**





### English

ATTENTION: Language assistance services, free of charge, are available to you. Call **410-984-9033**.

### Amharic

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም አርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 410-984-9033.

### Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان.

اتصل برقم **410-984-9033**

### Bengali

লক্ষ্য করুনঃ যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন 410-984-9033।

### Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 410-984-9033。

### French

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 410-984-9033.

### French Creole (Haitian Creole)

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 410-984-9033.

### German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 410-984-9033.

### Gujarati

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 410-984-9033.

### Hindi

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 410-984-9033 पर कॉल करें।

### Ibo

Ige nti: O buru na asu Ibo asusu, enyemaka diri gi site na call 410-984-9033.

### Italian

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 410-984-9033.

### Japanese

注意事項:日本語を話される場合、無料の言語支援をご利用いただけます。410-984-9033 まで、お電話にてご連絡ください。

### Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 410-984-9033 번으로 전화해 주십시오.

### Kru (Bassa)

Dè dɛ nià kɛ dyédé gbo: ɔ jũ ké m̩ [Bàsó ò-wùdù-po-nyò] jũ ní, níí, à wuɖu kà kò dò po-poò bɛ́in m̩ gbo kpáa. ɗá 410-984-9033

### Persian (Farsi)

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 410-984-9033 تماس بگیرید.

### Portuguese

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 410-984-9033.

### Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 410-984-9033.

### Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 410-984-9033.

### Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 410-984-9033.

### Thai

เขียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 410-984-9033.

### Urdu

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں - کال کریں ۳۳۰۹-۴۸۹-۰۱۴.

### Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 410-984-9033.

### Yoruba

AKIYESI: Ti o ba nso ede Yoruba ofe ni iranlowo lori ede wa fun yin o. E pe ero ibanisoro yi 410-984-9033.



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