VANDERBILT-INGRAM CANCER CENTER



A Guide to Your Care

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Welcome to Vanderbilt-Ingram Cancer Center

When you need medical care, you want the best care possible.

Vanderbilt-Ingram Cancer Center (VICC) develops new and better ways to prevent, diagnose, and treat cancer. This is why we're 1 of only 57 Comprehensive Care Centers chosen by the National Cancer Institute. And we're the only one in Tennessee that cares for both adults and children.

We'll listen to you. We'll create a care plan that meets your needs, as well as the needs of your caregivers. And we'll support you with resources and programs here and in your community.

With so many emotions and so much information, it can be hard to remember all the details. We hope this guide will help you in your journey with cancer.

If you have concerns or questions, please ask.

Thank you for choosing Vanderbilt-Ingram Cancer Center for your health care.

NCI Comprehensive Cancer Center
A Cancer Center Designated by the National Cancer Institute

Vanderbilt-Ingram Cancer Center is a member of the national Comprehensive Cancer Center network. This non-profit alliance of the world's leading cancer centers comes together to improve the quality of cancer care for patients everywhere.
For more information, visit vicc.org.

Our Promise to You

We make those we serve our highest priority.

We expect everyone at Vanderbilt to keep these promises to you and your family.



Include you as the most important member of your health care team



Personalize your care with a focus on your values and needs



Work with you to coordinate your care



Respect your right to privacy

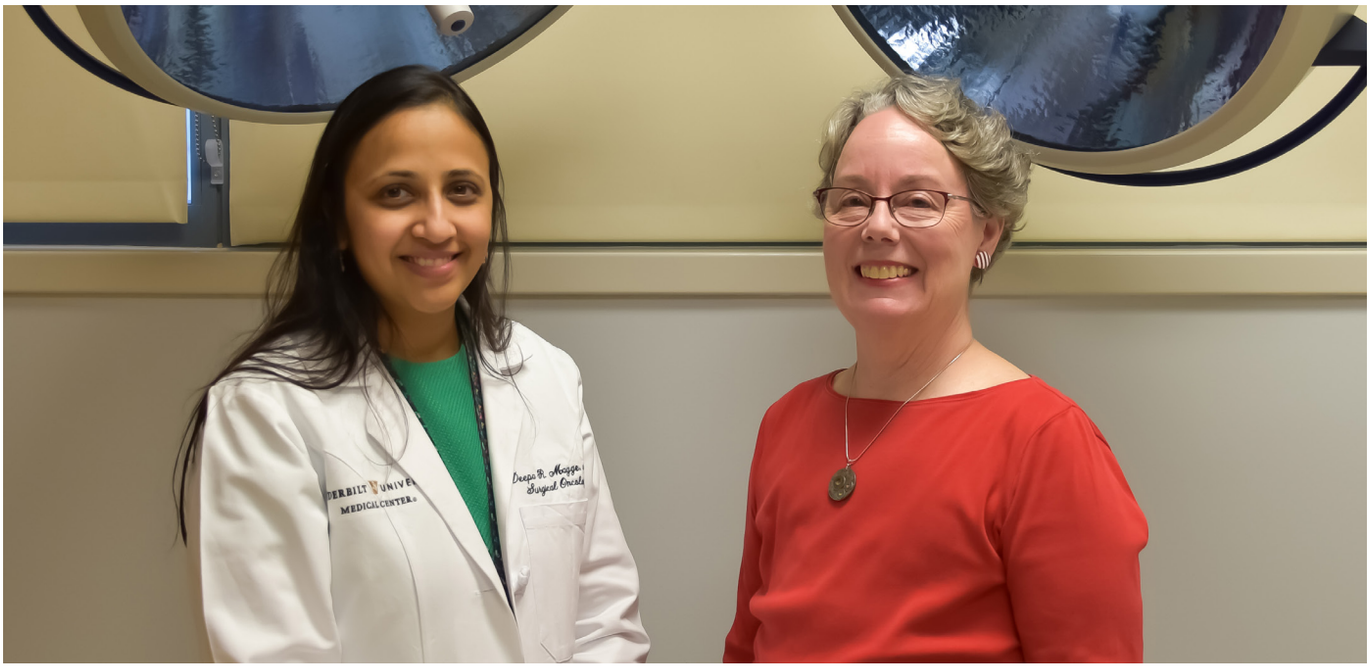


Communicate clearly and regularly



Serve you and your family with kindness and respect

We welcome your feedback. If you have comments or concerns about your care, contact our Office of Patient Relations at PatientRelations@vumc.org or (615) 322-6154.



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1 (877) 936-VICC (8422)

We answer this number 24 hours a day, 7 days a week.

Call when you have cancer-care related concerns or emergencies. One of our on-call providers will be there to help. You can use this phone number for all your scheduling needs (provider, lab, infusion, or radiology).

For information only. Not to replace the advice of your health care provider.
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Get ready for your visit

What to bring

For check-in

- ☐ All health insurance cards (primary and secondary)
- ☐ Any pharmacy (drug) cards
- ☐ Photo ID
- ☐ List of all current medicines (over-the-counter products, vitamins, supplements, or herbs)
- ☐ A way to pay co-pays, deductibles, or coinsurance you may owe

For clinic visits

- ☐ Cell phone (you'll use this to communicate with us during your visit)
- ☐ List of all your current providers outside of Vanderbilt
- ☐ List of questions for your provider
- ☐ A way to write down notes and questions

For your comfort

- ☐ Someone to join you (They can help take notes and ask questions. You may also need someone to drive you home. For space and patient safety, we ask that you don't bring more than 2 people with you.)
- ☐ Comfortable clothes and shoes, and something to keep you warm, such as a sweater or jacket
- ☐ Things to do while you wait: book, magazines, or a laptop, tablet, or mobile device with a charger
- ☐ Snacks and drinks

Please note:

For our patient's safety, animals are not allowed in our clinics or treatment areas.

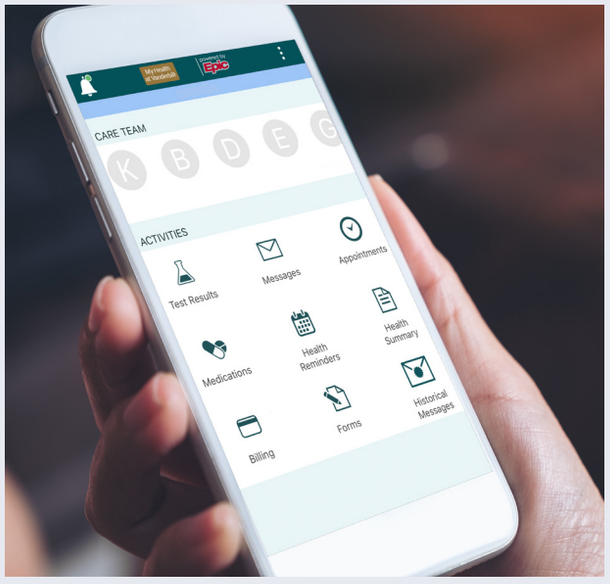
My Health at Vanderbilt

If you haven't already done so, sign up for a My Health at Vanderbilt account. Visit MyHealthAtVanderbilt.com to sign up.

With account, you can:

- Schedule and keep track of appointments
- Join an appointment wait list
- Pay your bill
- Request a refill
- Email your provider
- Check medical records
- Review test results

The My Health at Vanderbilt app is available in the Apple app store or Google Play store. If you have any issues you can call our Help Desk at (615) 343–HELP (4357).



Ask questions

How to get information

Your first visit is a good time to ask questions about your diagnosis, treatment options, and care. If you're not sure about what to ask, these are some common questions our patients ask:

What type of cancer do I have?

What stage is my cancer? What does this mean?

Do I need any more tests before I can begin treatment?

What's the goal of my treatment?

What are my treatment options?

Which treatments would you recommend? Why?

Will there be any side effects? Will the treatments work?

How will treatment change my life? Will I be able to work? Go to school? Drive?

Can I be in a clinical trial? Should I join one?

Is my type of cancer genetic? Should my family members get tested?

Where can I learn more about my type of cancer and treatment?

Are there any support services for me?

What if I have more questions after I leave my appointment?

How do I talk about this with family and friends?

Will I be able to get pregnant or father a baby after treatment?

Your care team

Doctors

Green badges

- An **attending physician** supervises your care.
- A **consulting physician** may be called in by the attending physician to treat a specific problem or part of your body.
- A **physician's assistant** (PA) is a provider who can diagnose and treat illness and disease, and prescribe medicine.
- A **resident** is a doctor who finished medical school and is now training on the job. A first-year resident is called an **intern**.
- A **fellow** is a doctor trained in a specific medical specialty. They finished medical school plus 4 years of residency.



Nurses

Blue badges

- An **advanced practice nurse** or **nurse practitioner** (APRN) diagnoses and treats illness and disease. They can also prescribe medicine for patients.
- A **registered nurse** (RN) has a nursing degree and license.
- A **licensed practical nurse** (LPN) works closely with the RN to care for you.
- A **charge nurse** oversees the unit during a particular shift.
- A **case manager** helps you and your family with services you'll need when you leave the hospital.
- A **care coordinator** looks at your needs and makes sure you get the right kind of care.



Other health care team members

White badges

- A **medical assistant** helps your nurse care for you. They usually greet you before you see your care provider. They take your vitals and ask about changes since your last visit.
- A **social worker** helps you through social and emotional issues, as well as find the care and services you need in your community.
- A **clinical pharmacist** helps you understand and manage your medicines.
- A **radiology technologist** takes X-rays and CT scans.
- A **patient navigator** partners with you and your family during your care. They can help solve problems and understand your emotional needs. They help with community and social support services and make sure you get answers to your questions.
- A **patient service specialist** checks you in and out, schedules appointments for you, and sends you any updates during your visit.





Respiratory therapists

Gold badges

A **respiratory therapist** treats and manages lung or breathing problems.



Health care medical students

Since Vanderbilt Health is a teaching hospital, you may have medical students on your health care team. They will not make decisions about your medicines or treatments—only your provider will do this.

Support services

Helpful information

Patient and Family Resource Center

(615) 936-9722
The Vanderbilt Clinic, 1st floor

We offer one-on-one help, free brochures and pamphlets, and can help you find information online. We also help patients and families find financial counseling, support services, and community resources.

Lodging coordinator

(615) 322-2278

We can help you find hotels and other places to stay in Nashville that meet your needs and budget. We can also tell you about any lodging benefits you may have.

Monday to Friday, 7:30 a.m. to 4:00 p.m.

Hereditary Cancer Clinic

(615) 343-7400
VanderbiltHereditaryCancer.com

Cancer genetic counseling is the best way to learn about your risk or your family's risk of cancer. We're trained in cancer genetics and can help explain your choices.

Caring for the caregiver

(615) 343-6546 or (615) 322-4887
VanderbiltHealth.com/information/caregiver-resources

Meet others who understand what it's like to care for a loved one with cancer. Call before you come so we can give you directions.

Wednesdays, 2:00 p.m. to 3:00 p.m.

Before your treatment

Financial counseling

(615) 322-8154

We can help with questions or concerns about insurance billing, patient balances, and payments.

See page 19 for more information.

Clinical trials

1 (800) 811-8480 toll free

We offer several clinical trials. Ask your provider if one of our studies is a good option for you.

See page 13 for more information.

During your treatment

Cardio-oncology

(615) 936-1720

We bring cardiologists (heart doctors), oncologists (cancer doctors), and researchers together to care for the health of our patients.

Dayani Center for Health and Wellness

(615) 322-4751
VanderbiltHealth.com/dayani

At Dayani, you can take classes to strengthen your body and lower your pain and stress. Our RESTORE Wellness Program has certified lymphedema therapists for stem cell transplant patients.

Nutrition Services

People with cancer often need to follow diets that are different than the way they normally eat. We can make a food plan to meet your needs. Let your provider know if you'd like to learn more about this service.

Psych-oncology (counseling)

As part of your treatment plan, we'll work to support your emotional well-being throughout your care.

Osher Center for Integrative Medicine

(615) 343-1554
VanderbiltHealth.com/osher

We combine traditional medicine and other therapies such as massage, yoga, acupuncture, nutrition counseling, and mindfulness. We focus on healing the whole person: mind, body, and spirit.

Supportive and Palliative Oncology Care Clinic (SPOC)

(615) 936-8422

Supportive oncology can help your quality of life during your entire cancer journey. We're a team of providers who care for the mind, body, and spirit. We offer a wide range of care services that address every part of the cancer journey. We'll work alongside your VICC oncology team.

- We can help ease your physical symptoms such as pain, fatigue, constipation, and nausea.
- We can help you make medical decisions and plans that align with your goals and values.
- We can help you adjust to life with cancer.

You can call to make an appointment or ask your oncologist for a referral.

Social Work

(615) 322-1399 or (615) 322-4887

We can give you counseling, education, and help with finances and transportation for you and your family.

After your treatment

Reach for Survivorship

(615) 936-8422

The end of cancer treatment can be a relief for patients and their families. It's also a time of new concerns. We offer follow-up care that will meet your needs for a healthy future. Your provider can help you with your Survivorship Care Plan.

Do you have questions or concerns about symptoms?

Call us first

(615) 936-VICC (8422)
1 (877) 936-VICC (8422) toll free

Our clinic can help treat any symptoms you may have during your treatment. We're here to answer your questions or concerns—call us any time.

Some symptoms we treat:

- Temperature of 100.4°F (38°C) or higher
- Pain
- Nausea and vomiting
- Diarrhea

Hospital and clinic services

We offer many different services to make sure you have everything you need during your visit.

Free Wi-Fi

There's free wireless internet access in all patient areas. Please respect others and use headphones to watch videos or listen to music on your device. The wireless network is called VUMCGuest. The password is: vumcguest.

Guest Services

(615) 322-1000

Guest Services helps with information, directions, parking and shuttle services, wheelchair access, and more.

Every day, 7:00 a.m. to 9:00 p.m.

Interpreter Services

This office helps patients who are deaf and hard of hearing, visually impaired, or speak limited or no English. **All services to patients are free. Please let us know if you'd like an interpreter when you schedule your appointment.**

Vending machines

Vending machines with drinks and snacks can be found throughout the hospital. They take cash and credit cards.

Rhea Chapel

Vanderbilt University Hospital lobby, 1st floor

Rhea Chapel is open 24 hours a day, 7 days a week. The interfaith chapel offers space for prayer and meditation, as well as religious texts, Care Notes, and other spiritual resources for families, patients, and staff.

Pharmacy

(615) 322-6480

The Vanderbilt Clinic, 1st floor

(across from main VICC waiting area)

Our full-service pharmacy works directly with your health care team to meet your special needs. There's no extra cost to you to use this service.



Gift Shop

(615) 322-3422
Vanderbilt University Hospital, 2nd floor

Gift shop staff can answer questions by phone or in person during regular business hours. Visa, Mastercard, Discover, and American Express are accepted. Delivery to patient rooms is free.

Monday to Friday, 7:00 a.m. to 9:00 p.m.
Saturday and Sunday, 12:00 to 5:00 p.m.

Patient Relations

(615) 322-6154
The Vanderbilt Clinic, 1st floor

Patient Relations is here to make sure that your experience at our hospitals and outpatient clinics is positive and respectful.

Specialists can:

- Answer questions or address concerns about your care
- Help you understand your rights and responsibilities
- Help you plan for your care in advance

Monday to Friday, 8:00 a.m. to 5:00 p.m.

Patient Billing

1 (888) 274-7849 toll free

While it's now even easier to view and pay your bills through My Health at Vanderbilt, you can also speak with someone about your billing statement or discuss payment options.



Volunteer Services

VICC is grateful for our wonderful volunteers. You'll see them around the hospital and clinics wearing blue vests.

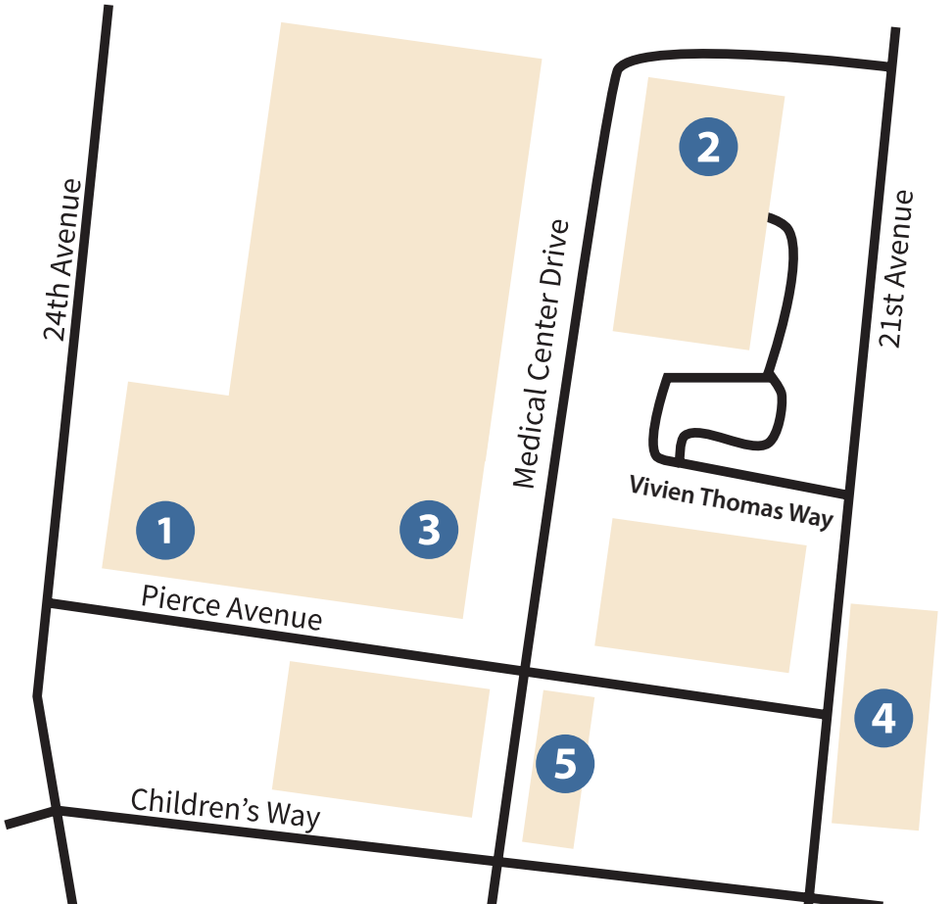
They're here to help make your day a little easier. Some volunteers play music, some provide pet therapy, and some are here to help you find your way around.

To learn more about our volunteer program, visit VolunteerAtVanderbilt.com.



Cancer Care locations

Vanderbilt locations



1 Vanderbilt-Ingram Cancer Center (VICC)

2220 Pierce Avenue
Nashville, TN 37232
Parking: Valet; South or Central Garage

2 Medical Center East

1215 21st Avenue South
Nashville, TN 37232
Parking: Valet or East Garage

3 The Vanderbilt Clinic

1301 Medical Center Drive
Nashville, TN 37232
Parking: Valet; Central or East Garage

4 The Village at Vanderbilt

1500 21st Avenue South
Nashville, TN 37232
Parking: free parking behind the building

5 Vanderbilt Dayani Center

1500 Medical Center Drive
Nashville, TN 37212
Parking: South or Central Garage

Middle Tennessee locations

6 VICC at Tennova Healthcare
(931) 221-0479
375 Alfred Thun Road
Clarksville, TN 37040

7 VICC Hendersonville
(615) 936-8422
128 North Anderson Lane
Hendersonville, TN 37075

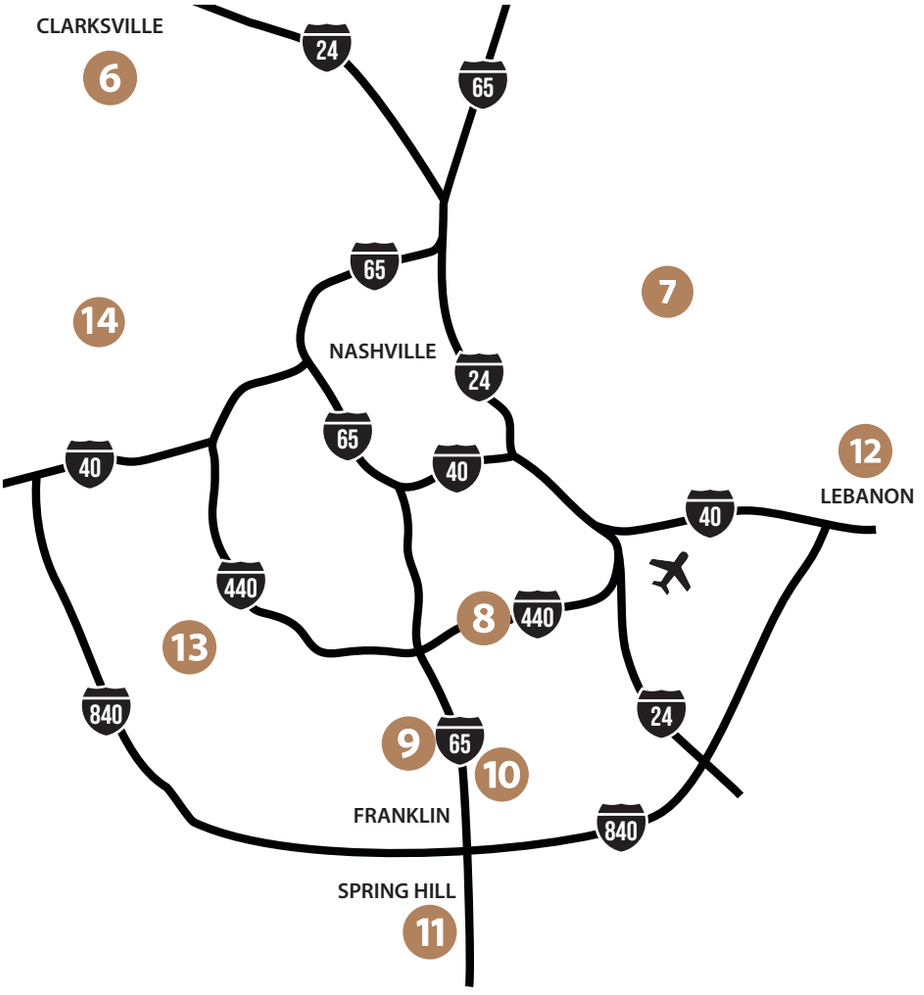
8 Vanderbilt Health One Hundred Oaks
(615) 322-2064
719 Thompson Lane
Nashville, TN 37204

9 VICC Cool Springs
(615) 936-8422
324 Cool Springs Boulevard
Franklin, TN 37067

10 VICC Franklin
(615) 591-9890
2107 Edward Curd Lane
Franklin, TN 37067

11 VICC at Maury Regional
(615) 875-2711
1003 Reserve Boulevard
Radiation Therapy: Suite 120
Medical Oncology: Suite 240
Spring Hill, TN 37174

12 VICC at Wilson County Hospital
(615) 444-8262
1411 West Baddour Parkway
Lebanon, TN 37087



13 VICC Belle Meade
(615) 936-8422
6002 Highway 100
Nashville, TN 37205

14 VICC Pleasant View
(615) 936-8422
6536 Highway 41A
Pleasant View TN 37146

Financial help

Cost of medical care

We know that patients and families sometimes find it hard to pay for medical care, especially if they don't have health insurance.

Even people with insurance can have trouble paying out-of-pocket expenses. If you need financial assistance, we may be able to help.

Vanderbilt financial counselors

Our financial counselors are here to help you understand the cost of medical care.

To talk to a financial counselor, call (615) 322–8154 or (615) 322–5988. Their regular office hours are Monday to Friday, 8:00 a.m. to 5:00 p.m.

How you can qualify for help

To qualify for financial help, **all** of the following must apply:

- Your care must be medically necessary, or it must be emergency care.
- Your care cannot be dental, cosmetic, or elective.
- You cannot be eligible for federal or state assistance.
- You cannot have any other source of payment (such as insurance).

Your application

To get an application form, visit: **VanderbiltHealth.com/financialassistance**

Your application must include **all** of the following:

- A copy of your tax return.
- **If you're on Social Security:** a copy of your SSA–1099 form from the previous year and benefit letter for the current year. If you don't have a copy, you can get one through your local Social Security office on the SSA website (SSA.org), or call 1 (800) 772–1213. We do not need the benefit statement.
- **If you're currently unemployed and get care from someone else:** a notarized letter of support from your caregiver. This letter must show who provides your food, shelter, and other basic daily needs. It must be signed by this caregiver.
- We may ask for more information, based on your individual case.

If your application does not include all of the forms listed above, it will not be accepted.

It usually takes 6 to 8 weeks to review an application. If you get medicines through a Vanderbilt pharmacy, ask about our MAP grant.

Clinical trials

At VICC, we develop new and better cancer care through clinical trials. Patients come to our center because of our large number of trials and specialists, as well as our supportive team.

Goals

Clinical trials are also called medical research or research studies. Some of their goals are:

- Find a disease or disorder
- Control or manage a disease
- Prevent an illness
- Cure a disease or disorder
- Check the safety of new drugs or treatments, and see how well they work

Volunteers

As a volunteer, you may be able to be a part of research that could help science and health care. We need volunteers in all areas of research, from trials in healthy volunteers to the study of specific diseases.

Risks

There are risks that you need to know about before you decide to join a trial. We'll go over these with you and answer any questions before you start.

Safety

Before a new treatment is tested with patients, it's carefully studied for several years in a lab and tested for safety. Our clinical trials go through a very strict process by the U.S. Food and Drug Administration, as well as by 2 different VICC committees.

Participation

If you qualify for a trial, you and your provider can decide if it's the right choice for you. You'll never be put in a trial without your knowledge or permission. And you'll need to sign consent forms before the trial begins. You can leave a trial at any time without any changes in your medical care.

Resources

My Research at Vanderbilt

MyResearchAtVanderbilt.com
A list of clinical trials at Vanderbilt University Medical Center.

Research Match

ResearchMatch.org
Connects patients who would like to join a trial with Vanderbilt researchers, as well as researchers nationwide.

ClinicalTrials.gov

ClinicalTrials.gov
Offers free access to information about trials for many diseases and conditions.

National Cancer Institute

Cancer.gov
Provides information about many types of cancer, clinical trials, resources, and information for patients, researchers, and providers.

Ask your provider if a clinical trial is right for you.

Advance care plan

Get the kind of care you want

An advance care plan is sometimes called a living will or advance directive. It's a way to get the care you want even if you can no longer make your own decisions.

If you want to make an advance care plan or name a health care agent, you need to put this in writing. Do this while you're able to say what you want.

Your plan will be used only if you can't speak for yourself. If this happens and you don't have an agent, your provider will choose one of your relatives or friends. Your agent must carry out your wishes.

How it works

Make a care plan and name an agent

You can make an advance care plan, name an agent, or both. You don't need a lawyer to do either one of these things.

Visit VanderbiltHealth.com/information/advance-directives to download a plan.

- You must sign your written plan in front of 2 witnesses or a notary public. It's OK to use any form, from any state as long as it meets Tennessee requirements.
- Your health care agent must be 18 or older. They cannot be 1 of your witnesses.
- The witnesses must not be related to you by blood, marriage, or adoption.
- The witnesses must not be people who will inherit your property.



What to do with your plan

- Give a copy to these people and make sure they read it.
  - Your main health care provider
  - Your main hospital
  - Your health care agent and backup agent
  - Your close relatives and friends
- Keep the original somewhere safe.
  - Include a list of people who have a copy.
  - Tell your family about your plan and where it is.

You can change your plan at any time

Here's how:

- Fill out, date, and sign a new plan.
- Destroy the old plan.
- Ask anyone with a copy to tear up the old plan and replace it with the new one.

Follow these same steps if you want to add or change the agent listed in your plan.

We're here to help

Let us know if you have any questions.

- Call Admitting at (615) 343-0179 (3-0179 from a hospital phone)
- Or call Patient Services at (615) 322-6154 (2-6154 from a hospital phone).

Quit tobacco

We're smoke-free

Vanderbilt University Medical Center is a smoke-free place. No tobacco products, e-cigarettes, or vaporizers of any kind can be used on campus.

How to quit

Get support

Talk to your family and friends at home, at work, wherever you go. Find safe places to be a "quitter."

Set a quit date

Your quit date is the date you set to be tobacco-free. You can quit all at once or slowly over time. Set a quit date within the next 2 weeks. If a quit date doesn't work for you right now, try a practice quit date.

Learn new habits

Change your daily routine. For example, if you sit at the kitchen table and smoke while you have your first cup of coffee, sit in the living room instead. If you chew or dip while you walk the dog, take another route or walk with someone. Make new habits, like healthy eating or exercise.

Get ready to quit

As you try to quit, you may feel:

- Hungrier than normal, or you crave certain foods
- Irritable, angry, or restless
- Anxious or depressed

Plan ways to deal with these feelings **before** you try to quit.

Be a quitter!

Only 5 out of 100 people can quit tobacco without help. When patients quit, they handle their treatment better. There's also a lower risk that their cancer will come back.

Research shows that medicine and counseling used together is the best way to help you quit. Some medicines you can use:

- Nicotine replacements, such as the patch or gum
- Prescription medicines, such as Chantix or Wellbutrin

Where to get help

- your VICC cancer provider
- your workplace
- American Heart Association
  (800) 242–8721 Americanheart.org
- American Cancer Society
  Quitline (800) 227–2345 Cancer.org
- American Lung Association
  (800) 548–8252 LungUSA.org
- National Cancer Institute
  (877) 44U–QUIT (877–448–7848)
- Tennessee Quit Line
  1 (800) QUIT–NOW (1–800–784–8669)
  TnQuitLine.org
- Other online resources:
  - SmokeFree.gov
  - BecomeAnEx.org
  - TruthInitiative.org

Patient rights and responsibilities

You have the right to participate in all parts of your care, including the right to:

- Know what your medical conditions are and what this might mean for you.
- Share in decisions about your care, including getting information in a way that you can understand.
- Be told what you can expect from your treatment, its risks and benefits, other choices you may have, and what might happen if you're not treated at all.
- Have your wishes for advance care (living will, power of attorney) or organ donation followed.
- Meet with an ethicist or chaplain to talk about ethical issues and policies.
- Refuse tests, treatment, or service (as far as the law allows) and be told what might happen if you refuse.
- Leave the hospital (as far as the law allows) even if advised against it. If this happens, we will not be responsible for any medical issues that may result.
- Be given information about any ongoing care you may need after you leave the hospital.
- Have a support person of your choice with you in the hospital or clinic exam room unless the presence of that person interferes with your care or other patients' care.

You have the right to considerate and respectful care, including the right to:

- Be safe from abuse or harassment.
- Have your pain treated in accordance with clinical recommendations.
- Have your doctor and a friend or family member told that you're in the hospital.
- Be free from being restrained or secluded, unless needed for your care.
- Wear cultural or religious items or clothing that are appropriate (not offensive or threatening to others) as long as it doesn't interfere with your treatment.
- Know the names of the people caring for you, what they do, and who they work for.
- Have an interpreter at no cost if you need one.
- Have a service animal or aid in accordance with Vanderbilt University Medical Center policies.
- See your bills and talk with a billing representative if you have questions.
- Get a second opinion if you or your family ask for it (although this may not be covered by insurance and may not be available from a VUMC provider).
- Have your complaints handled fairly. Your care will not be affected if you share any complaints with us.

You have the right to privacy, including the right to:

- Have privacy during your exam or treatment, especially for all sensitive (personal) exams.
- Have someone of your own sex, whom we designate, be with you when you're examined.
- Have your medical information kept private, as provided by law.
- Not have any photos or videos taken of you unless you agree, except if we need them to treat you.

To help keep you safe, we encourage you to actively participate in your care by:

- Confirming to us which part of your body will be operated on if you're having a procedure.
- Reminding us to check your ID band before we give you medicine or blood.
- Making sure we wash or foam our hands before caring for you.
- Verifying our employees' roles by checking their ID badge.
- Asking questions.
- Knowing what medicines you're taking and why.

It's your responsibility to:

- Give us truthful and complete information about your health, medicines, and insurance.
- Ask any questions you may have about your medical treatment and what you need to do to take care of yourself.
- Follow your plan of medical treatment and tell us if you are concerned about or notice any changes in your condition.
- Enroll in My Health at Vanderbilt if you're able and use the app appropriately to track and engage in your care, including communicating with your healthcare team.
- Give us a copy of any advance directive (such as a living will, power of attorney), or organ donor forms you may have.
- Follow all hospital and clinic rules, including the no-smoking and no-vaping policy.
- Follow the patient Code of Conduct by treating all VUMC Workforce Members (including doctors, nurses, or staff members at the front desk or transporting you in the hospital or clinic) with respect, honesty, and dignity.
- Not use abusive, disrespectful, discriminatory, or racist words or actions towards VUMC staff, students, nurses, doctors, or other patients and their families.
- Not take photos, video, or audio recording of hospital staff, providers, residents, medical and nursing students, or other patients and their visitors without their consent. Video or audio recordings without consent is not allowed by you, your family members, or visitors.
- Understand that, in most cases we will not honor requests to change a provider or other staff member unless there are unusual circumstances.
- Treat hospital property and the property of staff or other patients, and visitors with respect.
- Make sure your bills are paid in on time.
- Go to all your appointments and be on time.
- Let us know if you're concerned about your privacy.

If you have concerns or complaints:

- Any staff member can help you or you can contact Patient Relations at (615) 322-6154 or PatientRelations@Vumc.org.
- You can also contact The Joint Commission at: JointCommission.org using the "Report a Patient Safety Event" link in the "Action Center" on the home page of the website; by fax to (630) 792-5636; or by mail to:
  Office of Quality and Patient Safety
  The Joint Commission,
  1 Renaissance Boulevard,
  Oakbrook Terrace, IL 60181.
- If you believe that VUMC has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you may file a complaint in person or by mail, fax, or email. File it with:
  Director, Employee and Labor Relations
  2525 West End Avenue, Suite 500, Nashville, TN 37203. Phone: (615) 343-4759. Fax: (615) 343-2176
  Email: EmployeeRelations.Vumc@vumc.org
- Or you may contact the TN Department of Health:
  TN Department of Health, Department of Health Care Facilities. 665 Mainstream Drive, 2nd Floor, Nashville, TN 37243. Phone: (877) 287-0010.
  Fax: (615) 253-4356
- If you have TennCare and have problems getting medical care, ask for a copy of the TennCare medical appeal form. You can also contact:
  TNCARE Solutions
  PO Box 593
  Nashville, TN 37202-0593
  Phone: (800) 878-3192
  TTY/TDD: (800) 772-7647
  Español: (800) 254-7568

This information is available in Spanish and Arabic upon request.

Esta información está disponible en español.

تتاح هذه المعلومات باللغة العربية.

Patient and visitor code of conduct

Respect

We believe that you're the most important member of your health care team. As a team, we ask for your support in making Vanderbilt Health a safe, caring place where we respect one another and make everyone feel that they belong.

Our Patient and Visitor Code of Conduct helps us meet this goal. We do not tolerate words or actions that:

- show disrespect
- are racist
- discriminate
- are hostile
- harass.

We pledge to treat you with respect, honesty, dignity, and compassion. And we expect you, your family, and your visitors to treat others the same way.

Mistreatment and discrimination

We do not allow behavior by any patient or visitor that mistreats or discriminates against our staff, other patients, or other visitors. This includes in-person encounters, messages in My Health at Vanderbilt, emails or letters, phone calls, or any other setting.

It includes any behavior that:

- makes anyone feel unsafe
- limits our staff from giving care
- disturbs another patient's care or experience
- is abusive or shows disrespect
- discriminates or is racist.

Examples of bad behaviors

- Racism: offensive or bigoted comments about someone's race or ethnicity, or sarcastic insults about a person based on their background.
- Discrimination: judging or singling out someone based on:
- race, ethnicity, national origin, or skin color
- sex, sexual orientation, gender, gender identity, or gender expression
  - age
  - disability
  - religion
  - immigration status
  - genetic information
  - veteran or active military status
  - any other legally protected status.
- One example of this is to refuse care or service from a staff member based on their race, skin color, ethnicity, or gender.
- Verbal abuse: name calling, yelling, cursing, belittling, or ranting.
- Emotional abuse: bullying, stalking, or any acts or words that make our staff feel unsafe or uncomfortable.
- Sexual abuse: unwanted touching or use of sexual or vulgar words or other actions.
- Threats: any words or actions meant to threaten or intimidate others.
- Physical abuse: any violent actions or physical abuse such as throwing things, blocking, hitting, kicking, or spitting.

How we'll respond to these behaviors

If we believe you've violated this code, we'll give you a chance to explain your point of view. We'll then carefully consider your response before we make any decisions about your future care at Vanderbilt.

If we decide that you violated the code, we may respond like this:

- We may report your behavior to other Vanderbilt staff members.
- We may make you sign an agreement or contract that says you will not do it again.
- We may force you to leave the building or the medical center property.
- We may restrict your visitors.
- We may document your behavior in the patient's medical record.
- We may ask you to leave without getting your care, treatment, or services. For example, if you mistreat a clinician, you will not be allowed to have your appointment.
- We may stop your non-emergent care. This could be for a single clinician, an entire department or service, or all of Vanderbilt, including all of our hospitals and clinics across the region.
- We may take away your privilege to use your My Health at Vanderbilt account.
- We may call the police.

This information is available in Spanish and Arabic upon request.

Esta información está disponible en español.

تتاح هذه المعلومات باللغة العربية.

We provide free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats, such as large print, audio, and accessible electronic formats. And we provide free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages. If you need these services, contact Interpreter Services at (615) 322-7378. If you believe that Vanderbilt University Medical Center has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with Patient Relations, 1817 The Vanderbilt Clinic, Nashville, TN 37232-5612; (615) 322-6154 (phone); (615) 343-4163 (fax), patientrelations@vumc.org. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Patient Relations will help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at OCRPortal.HHS.gov/ocr/portal/lobby.jsf, or by mail or phone at U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201; (800) 368-1019, (800) 537-7697 (TDD). Complaint forms are available at HHS.gov/ocr/office/file/index.html.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (615) 322-7378.

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم ٣٢٢-٧٢٧٨ (٦١٥).

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 (615) 322-7378.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số (615) 322-7378.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.
(615) 322-7378 번으로 전화해 주십시오.

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le (615) 322-7378.

ប្រយ័ត្ន: ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសាគឺមានសំរាប់បំរើអ្នកដោយឥតគិតថ្លៃ។ សូមទូរស័ព្ទ (615) 322-7378.

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጀተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ (615) 322-7378.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: (615) 322-7378.

સૂચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો (615) 322-7378.

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。(615) 322-7378 まで、お電話にてご連絡ください。

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa (615) 322-7378.

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। (615) 322-7378 पर कॉल करें।

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.
Звоните (615) 322-7378.

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با (615) 322-7378 تماس بگیرید.

သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် (615) 322-7378 သို့ ခေါ်ဆိုပါ။

ध्यान दनिुहोस्: तपार्इंले नेपाली बोल्नुहुन्छ भने तपार्इंको नम्तिा भाषा सहायता सेवाहरू नःिशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् (615) 322-7378

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama.
Bilbilaa (615) 322-7378.

OGEYSIIS: Haddii aad ku hadasho Soomaali, adeegyada kaalmada luqadda, oo lacag la'aan ah, waxaa laga heli karaa in aad soo wacdho (615) 322-7378.

VANDERBILT HEALTH