

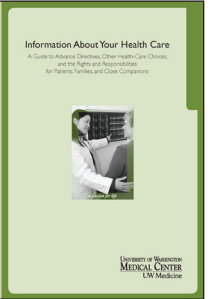
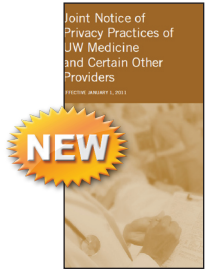

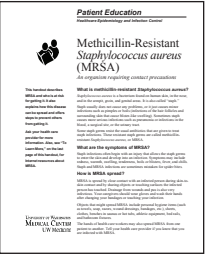



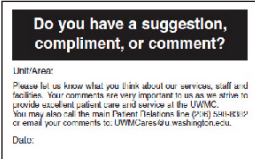

# Required and Recommended Patient Education and Information Materials

UWMC has an extensive collection of patient education and information materials to reinforce your team's high quality patient teaching. This document shows the core set of materials that UWMC units and clinic should have in stock to give to patients and their families. These handouts will inform and educate your patients and their families, and strengthen their partnership with you in their care experience at UWMC. The handouts are listed in five sections: ① Required for all service areas ② Recommended for all service areas ③ Required for inpatient units ④ Recommended for inpatient units ⑤ Recommended for outpatient clinics



NOTE: Items marked **NEW** were either added to this list or updated within the past 12 months.



## ① REQUIRED: ALL SERVICE AREAS (Inpatient Units and Outpatient Clinics)

Document	Description and Order Information
<p><b>Information About Your Health Care and Advance Directive Forms</b> 2007 <i>English, Chinese, Russian, Spanish, Vietnamese</i> <i>Advance directive forms also available in Farsi, Somali, Tagalog</i></p>	<p>Contains information about advance directives, rights and responsibilities, and understanding medical records for patients, families, and close companions. Health Care Directive and Durable Power of Attorney forms are included.</p> <p><b>TO ORDER:</b> <b>English, UH2056:</b> You must be a registered purchaser with Smartworks: <a href="http://www.smartworks.com">www.smartworks.com</a>. <b>Non-English languages:</b> Print from <b>Health Online</b>, <a href="http://healthonline.washington.edu">http://healthonline.washington.edu</a></p> 
<p><b>Joint Notice of Privacy Practices of UW Medicine and Certain Other Providers</b> Effective January 1, 2011 <b>Brochure:</b> English only <b>Summary:</b> Chinese, Japanese, Korean, Russian, Somali, Spanish, Vietnamese</p>	<p>Informs patients and their families of their privacy rights, how we use and disclose patient information, and of our commitment to manage their health care information with highest regard for their privacy.</p> <p><b>TO ORDER:</b> <b>English, UH1858:</b> You must be a registered purchaser with Smartworks: <a href="http://www.smartworks.com">www.smartworks.com</a>. <b>Non-English languages (1-page summary):</b> Go to <a href="http://depts.washington.edu/comply/hipaa_notices.shtml">http://depts.washington.edu/comply/hipaa_notices.shtml</a>; click on PDF icon by language to view and print from PDF</p> 
<p><b>Methicillin-Resistant Staphylococcus aureus (MRSA)</b> 2009 <i>English, Chinese, Korean, Japanese, Russian, Spanish, Vietnamese</i></p>	<p>Describes MRSA and who is at risk for getting it. Also explains how this disease can be spread and offers steps to prevent others from getting it.</p> <p>Note: Outpatient areas may use the 1-page consumer fact sheet published by the CDC, available in English and Spanish. Go to <a href="http://www.cdc.gov/mrsa/mrsa_initiative/skin_infection/PDF/GP/MRSA_ConsumerFactSheet_F.pdf">http://www.cdc.gov/mrsa/mrsa_initiative/skin_infection/PDF/GP/MRSA_ConsumerFactSheet_F.pdf</a></p> <p><b>TO ORDER:</b> <b>Single copies:</b> Print from <b>Health Online</b>, <a href="http://healthonline.washington.edu">http://healthonline.washington.edu</a> <b>Multiple copies:</b> Request by title from Dawg Print Center, <a href="mailto:csonline@u.washington.edu">csonline@u.washington.edu</a></p>  


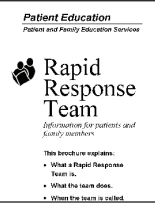

Document	Description and Order Information
<p><b>Partners in Care</b> (Replaces “Be Involved in Your Health Care”) 2011 English, Amharic, Cambodian, Chinese, Japanese, Korean, Russian, Somali, Tagalog, Vietnamese</p>	<p>Informs patients how they can take an active role in the care they receive both to help prevent medical errors and to improve their health care outcomes. Includes suggestions on ways to talk with their providers, obtain medical records, involve their friends and family, manage their medications, and help prevent infections. Also addresses safety concerns.</p> <p><b>TO ORDER:</b> <i>Single copies:</i> Print from <b>Health Online</b>, <a href="http://healthonline.washington.edu">http://healthonline.washington.edu</a> <i>Multiple copies:</i> Request by title from Dawg Print Center, <a href="mailto:csonline@u.washington.edu">csonline@u.washington.edu</a></p> 
<p><b>Patient Comment Cards</b> 2007 English</p>	<p>Provides a way for patients and visitors to submit their suggestions, compliments, and complaints about UWMC services, staff, and facilities. Self-mailing, prepaid postage panel for easy return.</p> <p><b>TO ORDER:</b> <i>Single copies:</i> Contact Patient Relations, 206-598-8382, <a href="mailto:UWMCares@u.washington.edu">UWMCares@u.washington.edu</a> <i>Multiple copies, UH1738:</i> You must be a registered purchaser with Smartworks: <a href="http://www.smartworks.com">www.smartworks.com</a>.</p> 
<p><b>Resources to Quit Smoking or Using Tobacco</b> 2011 English</p>	<p>Lists many community resources for people who want to quit smoking and using other tobacco products. Several types of programs are listed along with toll-free numbers and websites.</p> <p><b>TO ORDER:</b> <i>Single copies:</i> Print from <b>Health Online</b>, <a href="http://healthonline.washington.edu">http://healthonline.washington.edu</a> <i>Multiple copies:</i> Request by title from Dawg Print Center, <a href="mailto:csonline@u.washington.edu">csonline@u.washington.edu</a></p> 

**2 RECOMMENDED: ALL SERVICE AREAS (Inpatient Units and Outpatient Clinics)**


<p><b>Health Information Resource Center</b> 2009 <b>FREE</b> English</p>	<p>Gives location, hours, and services of the Health Information Resource Center (HIRC), which is open to patients, families, staff, and visitors to the medical center. Provides information on staffing and business center functions such as computer, phone, fax, copier, and printer use.</p> <p><b>TO ORDER:</b> Contact Andrea Dotson, Health Information Resource Center, 598-7448, <a href="mailto:dotsona@u.washington.edu">dotsona@u.washington.edu</a></p> 
<p><b>Living Wills and Other Advance Directives</b> 2011 English</p>	<p>Explains the various kinds of health care advance directives: living will, durable power of attorney for health care, do not resuscitate order (DNR), and physician order for life-sustaining treatment (POLST). Gives basic information about planning for end-of-life issues and choosing a health care agent.</p> <p><b>TO ORDER:</b> <i>Single copies:</i> Print from <b>Health Online</b>, <a href="http://healthonline.washington.edu">http://healthonline.washington.edu</a> <i>Multiple copies:</i> Request by title from Dawg Print Center, <a href="mailto:csonline@u.washington.edu">csonline@u.washington.edu</a></p> 

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<p><b>Services for Patients and Families</b> 2008 English</p>	<p>Describes many UWMC services and facilities that patients, families, and visitors may use. Topics include parking, visiting hours, medical records, where to find food and beverages, and safety. It also defines some terms that patients and families may hear during their stay.</p> <p><b>TO ORDER:</b> <i>Single copies:</i> Print from <b>Health Online</b>, <a href="http://healthonline.washington.edu">http://healthonline.washington.edu</a> <i>Multiple copies:</i> Request by title from Dawg Print Center, <a href="mailto:csonline@u.washington.edu">csonline@u.washington.edu</a></p>	
<p><b>Volunteering as a Patient and Family Advisor</b> 2009 <b>FREE</b> English</p>	<p>Describes UWMC Patient and Family Advisory program and gives contact information for people who would like to learn more about becoming an Advisor.</p> <p><b>TO ORDER:</b> Contact Hollis Guill Ryan, Patient and Family Centered Care, 598-2697, <a href="mailto:hollisr@u.washington.edu">hollisr@u.washington.edu</a></p>	

### 3 REQUIRED: INPATIENT UNITS

<p><b>Keeping You Safe</b> 2009 English, Chinese, Korean, Russian, Spanish, Tagalog, Vietnamese</p>	<p>For patients and visitors. Explains steps taken by UWMC staff to prevent falls in the hospital, including daily risk evaluations, and using the call light to ask for help as needed.</p> <p><b>TO ORDER:</b> <i>Single copies:</i> Print from <b>Health Online</b>, <a href="http://healthonline.washington.edu">http://healthonline.washington.edu</a> <i>Multiple copies:</i> Request by title from Dawg Print Center, <a href="mailto:csonline@u.washington.edu">csonline@u.washington.edu</a></p>	
<p><b>Rapid Response Team</b> 2007 English</p>	<p>Describes the activity of UWMC's Rapid Response Team: what the team is, what it does, when it is called and who may call, warning signs to watch for, and tips to help create a safe care experience.</p> <p><b>TO ORDER:</b> <i>Single copies:</i> Print from <b>Health Online</b>, <a href="http://healthonline.washington.edu">http://healthonline.washington.edu</a> <i>Multiple copies:</i> Request by title from Dawg Print Center, <a href="mailto:csonline@u.washington.edu">csonline@u.washington.edu</a></p>	
<p><b>Your Discharge Plan</b> 2009 English, Chinese, Japanese, Korean, Russian, Spanish, Tagalog, Vietnamese</p>	<p>Explains the discharge planning process at UWMC and the patient's role in the process.</p> <p><b>TO ORDER:</b> <i>Single copies:</i> Print from <b>Health Online</b>, <a href="http://healthonline.washington.edu">http://healthonline.washington.edu</a> <i>Multiple copies:</i> Request by title from Dawg Print Center, <a href="mailto:csonline@u.washington.edu">csonline@u.washington.edu</a></p>	



Document	Description and Order Information
<p><b>Medicines to Avoid Before Surgery</b> 2010 <i>English, Chinese, Korean, Russian, Somali, Spanish, Vietnamese</i></p>	<p>Gives instructions about and provides lists of medicines – including aspirin, prescription products, herbs and vitamins – to avoid before surgery to prevent bleeding problems.</p> <p><b>TO ORDER:</b> <i>Single copies:</i> Print from <b>Health Online</b>, <a href="http://healthonline.washington.edu">http://healthonline.washington.edu</a> <i>Multiple copies:</i> Request by title from Dawg Print Center, <a href="mailto:csonline@u.washington.edu">csonline@u.washington.edu</a></p> 
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