



# Trauma Patient and Family Guide





This handbook has been developed for you by University Hospital in collaboration with the Trauma Survivor Network (TSN) of the American Trauma Society. We hope this information will help you and your loved ones during the hospital stay.

University Hospital, in partnership with UT Health San Antonio, provides a dedicated system of trauma care for patients of all ages, led by a group of surgeons committed solely to the provision of trauma and emergency surgical care. Continuity of care is preserved throughout a patient's hospital stay, as the same group of surgeons provide the initial evaluation upon arrival, the surgical care in the operating room, the critical care in our Surgical Trauma Intensive Care Unit and the subsequent care on our Acute Care Unit.

The trauma surgeons lead a team of experts in the field that include fellows, physician assistants and nurse practitioners. In addition, every subspecialty required in the care of

the trauma patient is available at University Hospital.

Our Level I trauma center is equipped with a CAT scan suite dedicated to trauma patient imaging, MRI and other x-ray services to provide thorough evaluation and rapid identification of injuries. Rapid treatment by an experienced trauma team can mean the difference between life and death.

Think of us as an umbrella of protection where surgeons, anesthesiologists, radiologists, nurses and technicians are immediately ready at the time of an emergency, as well as for ongoing specialized care, treatments, rehabilitation, nutrition and subsequent outpatient follow-up care. It doesn't

stop there — each day, these professionals lead groundbreaking research in trauma care to continuously improve the system of care, as well as their knowledge and skills.

In addition to our outstanding medical staff and advanced technologies, University Health System was the first Magnet® healthcare organization in all of South Texas. A prestigious designation from the American Nurses Credentialing Center (ANCC), Magnet® is the "gold standard" when it comes to quality nursing care.

We are dedicated to providing the best care possible to you and your loved ones.

# Table of Contents

## 4 | Arrival

Introduction.....	4
Parking map .....	5
Immediately After the Injury .....	6
The Healthcare Team Needs a Family's Help .....	7

## 8 | Stay

Where Patients Stay in the Hospital .....	8
Who Takes Care of the Patient .....	10
If a Patient Cannot Make Decisions .....	11
Patient Rights and Responsibilities .....	12
Medical Information: What is Kept, Why, and Who Has Access .....	13
For Your Comfort .....	14
Insurance and Disability Information .....	15

## 16 | Discharge

After the Hospital: Planning for Discharge .....	16
Some Practical Information and Resources .....	17
Personal Health Information .....	18
– Names of Providers	
– Injuries and Procedures	
– Questions to Ask	
Things to Do and Get .....	21

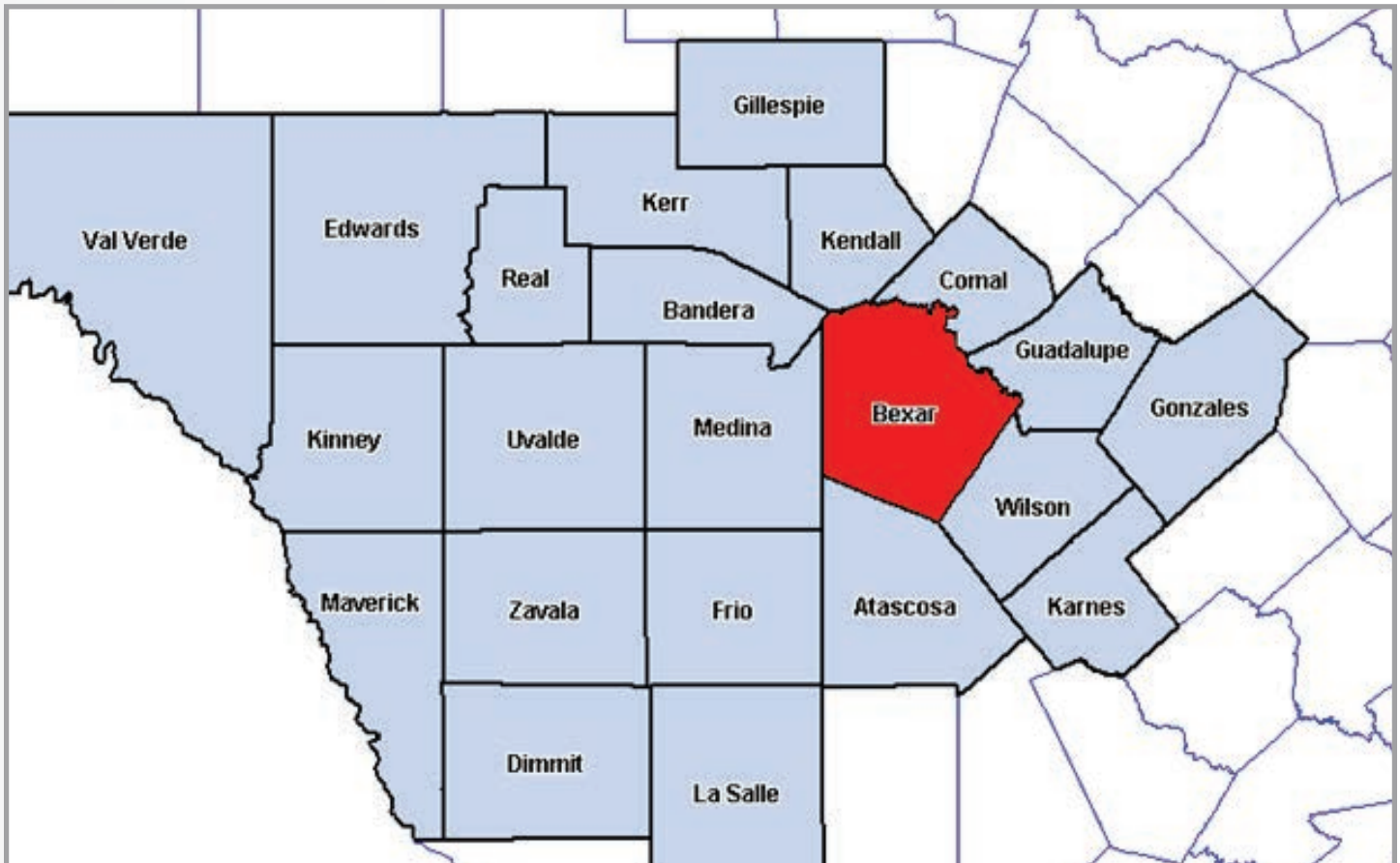
## 22 | Recovery

Your Response to Your Loved Ones' Injury: Grief and Loss .....	22
Is It Stress or Post-Traumatic Stress Disorder (PTSD)? .....	22
Coping with Loss .....	23
Wisdom from Other Trauma Patients and their Families .....	24
About the American Trauma Society and the Trauma Survivor Network.....	25



### We are here to help

University Hospital is home to the premier Level I trauma center for a 22-county region of South Central Texas, an area that is geographically larger than 17 states in the U.S. It is the first and only verified Level I pediatric trauma center for San Antonio and South Texas. The trauma team at University Hospital stands ready with the best experts and technology. Following best practice treatment guidelines, we provide the highest level of care to injured patients.



Unlike community hospitals, Level I trauma centers offer life-saving care for the critically injured 24 hours a day, 7 days a week, 365 days a year. The trauma team at University Hospital stands ready with the best experts and technology. Following best practice treatment guidelines we provide the highest level of care to injured patients.

Trauma is an unexpected occurrence.

No one ever thinks: "I'm going to get hurt today." A sudden injury, being in the hospital and going through recovery can cause anxiety, fear and frustration. You may feel confused and frightened by some things you hear and see. You may not understand some words that people use. This experience of advanced medical care may be a whole new world for you.

We hope that the information in this book will help you better cope during this difficult time. It includes basic facts about the most common types of injuries and their treatments, the patient care process, and hospital services and policies. Every member of the hospital staff is here to help you.

# Patient-Visitor Parking at University Hospital





## Arrival: After the Injury

### Arrival at the hospital

Most likely your loved one was brought to the Trauma Resuscitation Unit by an ambulance or helicopter.

During the transport, the emergency responders were in radio contact with the hospital. They gave information about your loved one's injuries. This allowed the team at the trauma center to be ready to provide treatment as quickly as possible.

#### The trauma team typically includes:

- Trauma surgeons
- Trauma residents
- Trauma nurses
- Trauma technicians
- Trauma physician extenders
- Respiratory therapists
- Radiology personnel
- Social workers
- Pharmacists
- Laboratory technicians
- Clergy

The team is ready 24 hours a day, seven days a week. Also, board-certified subspecialty surgeons are on call to help within minutes of being called.

### Initial assessment

Trauma care at the hospital begins in the Trauma Resuscitation Unit (TRU). It includes:

- An exam to find life-threatening injuries
- X-ray, ultrasound and CT scans so that doctors can better understand the extent of the injuries
- If needed, transfer to the Operating room (OR) for surgery. The OR is staffed by an expert team of anesthesiologists, nurses and technicians. If the OR is not needed, transfer to an inpatient unit in the hospital will occur.

### How we care for the family

Initially, the patient is evaluated in the Trauma Resuscitation Unit. Please note that the Trauma Resuscitation Unit is under restricted access. While the patient is being assessed, family cannot be present in the room (unless the evaluation is of a pediatric patient). A member of the medical team will keep the family informed as the situation develops.

### Why a patient may be listed as "UNKNOWN" upon admission

Sometimes the hospital does not know the name of the patient when they arrive. To ensure the fastest treatment possible, the hospital may temporarily list your loved one as "Unknown." This may make it hard for you to locate your loved one at first; however staff are readily available to assist you in locating your loved one. Once your loved one is stable and hospital staff can verify their name, it will be changed in the medical record during the hospital stay.

If the patient is a victim of crime, they may keep your loved one listed with an "unknown" name. This is for safety reasons.

### Visitors are Important

Visiting is a time to be with your loved one, ask questions, and meet with staff. Research shows that comforting visits from friends and family help most patients to heal. Family and close friends know the patient better than anyone else and can make a difference in treatment. Visiting is often a good time to begin learning how to take care of your loved one at home.

You may have to wait before you can visit your loved one. Visits are often limited for patients with brain injuries because they need quiet to recover.

### We are here to help

Feel free to ask for help finding a patient room, department, etc. All our employees, doctors and volunteers wear ID badges.



Our trauma team works 24/7 and is immediately available because trauma happens at all times of the day and night.

The trauma team is here to take care of your loved one. We need your help to make sure he or she gets the best care possible. Here are things you can do to help us and your loved one.

## Take Care of Yourself

Worry and stress are hard on you, and you need strength to offer support to your loved one. The trauma team understands that this time can be just as stressful for family and friends as it is for patients.

Be sure to continue taking any medicines that your doctor has prescribed for you. Take breaks. Go for a walk around the hospital campus. Visit one of our outdoor gardens or our chapel. Getting plenty of sleep and eating regular meals helps you to think better, to keep up your strength, and to prevent illness so you can be there for your loved one when you are needed.

## Ask for Help from Your Family and Friends

Do not hesitate to ask for help. Make a list in the back of this book so you will be prepared to accept help when friends offer. Friends often appreciate being able to help and be involved in the patient's care.

Visit the Trauma Survivors Network website at [TraumaSurvivorsNetwork.org](http://TraumaSurvivorsNetwork.org) and find out how you can create your own "CarePage." This makes it easy for you to connect with friends and family.

## Help Maintain a Restful and Healing Place for Others

When you are visiting, please talk in a quiet voice. Patients need quiet time and families deserve this courtesy. To help maintain a healthy environment for patients and their families, the hospital counts on your help.

- Please observe the visiting hours for the area you are visiting.
- If you wish to stay overnight with your loved one, please discuss it with the nurse.



- For the safety of young children, adult supervision is required in all areas of the hospital.
- Respect the property of the hospital.

## Ask Questions and Stay Informed

The trauma team knows how important regular updates are to family and friends. The family is an important part of the healthcare team. It helps if you choose one person from your group to represent the family. This allows staff to focus on caring for the trauma patient instead of repeating the updates.

- Respect other patients' privacy and belongings.
- Leave the patient room or care area when asked by hospital staff.
- Knock or call the patient's name softly before entering if a door or curtain is closed.
- The medical record is a private document; therefore, not all information can be shared with family. Upon discharge, the patient can request a copy from the Medical Records department.
- Wash your hands before you go into a patient's room and when you come out.
- Do not visit if you're not feeling well or have an illness that could be spread to patients.
- Talk with the patient's nurse before bringing any children under the age of 14 into a patient's room.

When you think of questions during the day, write them down. Be sure to ask the doctor these questions when you see them. You will want to ask questions until you understand the diagnoses and options for treatment. It is okay to ask the same question again. Stress makes it hard to understand and remember new information. Ask until you understand. Write down what you are told so you can relay the information to other family members. We have provided space throughout this handbook to write down your questions and the answers.



After patients are cared for in the Trauma Resuscitation Unit, they are moved to another area in the hospital, depending on the seriousness of their injury.

Your loved one may go to one of three places: the operating room, the intensive care unit or the trauma floor.

The hospital staff does its best to let family and friends know when a patient is moved from one unit to another. If your loved one has been moved and you do not know where he or she has gone, please call the hospital operator at (210) 358-4000.

These are the hospital units that care for trauma patients:

### Surgical Trauma Intensive Care Unit (STICU)

#### 6<sup>th</sup> Floor Sky Tower - Adult Trauma

Adult patients in the STICU receive care from a specialized team who are trained and certified in handling the most complex cases.

The first step is to make sure the patient is medically stable. Medically stable means that all body systems are working. As the patient is being treated, the team begins to plan with the patient and family. This plan will help the patient get back to the maximum level of function as quickly and as safely as possible.

As patients in the STICU improve, they are often moved to a step down unit. Patients may also go straight from the admitting area to this type of unit. This happens if they do not need the care provided in the STICU.

### Acute Care Unit

#### 6<sup>th</sup> Floor Sky Tower - Adult Trauma

Less injured patients may be moved to another unit in the hospital. Also, those

who no longer require the care found in ICU or IMC may be moved to these units.

### Pediatric Intensive Care Unit (PICU)

#### 7<sup>th</sup> Floor Sky Tower - Pediatric Trauma

We provide children a caring and comfortable environment when extended stays at University Hospital are required. Our Pediatric ICU at University Hospital, provides critically-ill and injured children a low patient-to-nurse ratio and a staff of critical care physicians with extensive experience handling even the most complex cases. The Pediatric Intensive Care Unit at University Hospital provides a wide range of pediatric specialty and surgical services.

Pediatric Centers of Excellence include:

- Expert care for seriously injured children through our Level I pediatric trauma center
- Our full-service Burn Program for children ages 0 to 18
- Burn Center Services:
  - Acutecare, outpatient treatment, scar management and reconstruction by experts in the field.
  - We utilize current treatments to maximize outcomes including artificial skins, modern wound care, pain management, and psychosocial support.

### Acute Care Unit for Children

#### 7<sup>th</sup> Floor Sky Tower - Pediatric Trauma

Non-critically injured pediatric patients will be moved to the 7<sup>th</sup> Floor Sky Tower as well.

#### A TYPICAL DAY IN THE ICU

Most patients are attached to equipment that gives doctors and nurses important information. This allows them to make the best decisions. The equipment:

- monitors patients
- delivers medicine
- helps the patient breathe.

Do not worry if you hear alarms. Some alarms do not need immediate attention. The staff knows the appropriate response to each alarm.

In the morning, the trauma team “rounds” to each patient’s bed to do exams, check progress and plan the patient’s care. This time is valuable for everyone involved in the care of your loved one.

Physical therapists, occupational therapists and nursing staff work together to help patients begin to move normally and regain strength. For instance, they may;

- Raise the head of the bed
- Turn a patient every two hours
- Help a patient sit on the bed or in a chair.

Patients may be moved to other areas of the hospital for tests. During this time, other patients may be brought into the unit. You can expect a busy place. Sometimes, the staff asks all visitors to leave the unit to preserve a patient’s privacy.



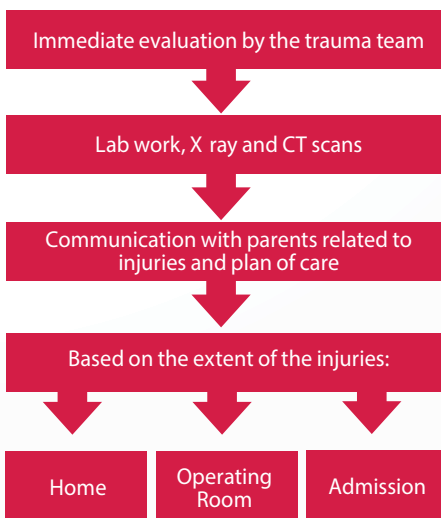


- Educating and preparing patients for diagnosis, treatment, and procedures at appropriate developmental level
- Acting as a liaison within the healthcare team on developmental and psychological issues
- Offering families support and addressing sibling concerns, in addition to identifying helpful resources in the community
- School tutoring for extended stay patients, through a city referral system
- Hosting age-appropriate community and holiday events for patients and their families

## Caring for Children

Upon arrival, your child will be evaluated by the trauma team, consisting of physicians, nurses and specialized technicians. Lab work, X-ray and CT scans will be done, and the trauma surgeon will evaluate your child's injuries and will review the plan of care with you. Your child may need immediate surgery or may receive other kinds of treatment in the hospital.

After surgery, your child will most likely be moved to the 7th floor of the Sky Tower where we provide critically-ill and injured children a low patient-to-nurse ratio and a staff with extensive experience handling even the most complex cases.



## Child Life Specialists

Our Child Life Specialists help navigate and minimize the psychosocial stressors of your child's hospitalization. Some of the ways our specialists' help our pediatric patients cope with their experience include:

- Teaching skills to cope with fear, anxiety, separation and adjustment to the hospital or clinic
- Providing developmentally-appropriate play through a child-friendly playroom, teen area, and bedside activities
- Encouraging expression through play, art, music, and directed medical play



## Helping Children Cope with Loss

Be direct, simple and honest. Explain what happened in terms that the child can understand. Encourage the child to express feelings openly. Crying is a normal reaction to loss. Accept the child's emotions and reactions; be careful not to tell the child how he or she should or should not feel. Maintain as much order and security in the child's life as possible. Be patient. Know that children need to hear "the story" and ask the same questions again and again.

## Pediatric Sedation

Our specially-trained pediatric nurses and physicians provide sedation for children undergoing painful or potentially anxiety-provoking procedures. Our team uses an approach that utilizes various distraction techniques, topical anesthetics, therapeutic play and/or medications to safely complete procedures while minimizing pain and anxiety.



Many types of caregivers may take care of your loved one while he or she is in the hospital. Different patients will need different types of care. Here is a list of the kinds of doctors, nurses and other caregivers you may meet or hear about.

### Anesthesia and Pain Management Specialist

If surgery is needed, an anesthesiologist provides medications and monitoring during surgery. The pain management specialists are specially trained to work with patients who are in pain. They create a plan to ease pain and improve quality of life.

### Case Manager

All admitted patients have a case manager. Case managers have experience to help you through your stay in the hospital.

Your case manager may (if needed):

- Work with your insurance company to ensure appropriate management of your benefits
- Evaluate your needs upon discharge i.e., home health, durable medical equipment and rehabilitation
- Help you get continued care with a specialist
- Coordinate your transfer to a rehabilitation facility

### Chaplain

Chaplains have special skills to help people during times of illness. They meet the spiritual needs of patients and families from many different religions. Chaplains visit all who want spiritual support.

This department provides:

- Pastoral care visits
- Pastoral counseling
- Worship
- Memorial services

The Spiritual Care department can be contacted by phone at (210) 358-8058. You can also make a request through the

medical team. This department is operated by a department director, staff, and a core of trained volunteers from diverse religious backgrounds to help promote healing and to meet the spiritual, emotional, and religious needs of all patients, their families and staff.

### Dietitian

Dietitians are food and nutrition experts. They work closely with the trauma team in caring for patients, and recommend the proper nutrients to aid in the healing process.

### Neurosurgeon

Neurosurgeons are doctors who are trained in surgery for the brain and spinal cord.

### Occupational Therapist

Occupational therapists help the patients regain function for activities of daily living.

This includes:

- Getting out of bed
- Eating
- Dressing
- Using the toilet and bathing.
- They also recommend equipment that can help patients with these activities.

### Orthopedic Surgeon

Orthopedic surgeons are physicians who have specialized training in repairing broken bones.

### Orthopedic Technician

Orthopedic technicians do the following:

- Cast broken bones
- Change wound dressings

- Set up and maintain treatment equipment such as traction
- Place splints on injured arms and legs

### Patient Care Technician

Technicians help nurses with a patient's care. They may help to get the patient out of bed or help with feeding. Patient care technicians work under the direction of a nurse or a doctor.

### Pharmacist

Pharmacists are medication experts. They work closely with nurses and doctors to provide information and help with choosing the right medications.

### Physical Therapist

Physical therapists help patients regain their strength and movement. They also help with stiff joints and other problems with moving.

### Psychiatrist

Psychiatrists are medical doctors who specialize in mental and emotional health.

### Rehabilitation Medicine Physician

These doctors use a number of tests and exams to plan a patient's course for rehabilitation and healing. They prescribe devices including wheelchairs, braces and artificial limbs. Their goal is to help the patient return to as close as possible to pre-injury function.

## Resident

Residents are medical doctors who are training in a specialty. They are the front line provider of patient care, constantly under the thorough supervision of the faculty trauma surgeons.

## Respiratory Therapist

Respiratory therapists provide breathing support and treatments.

## Social Worker

Social workers help patients and family members adjust to the injury.

Social workers:

- Specialize in medical and crisis counseling
- Talk with patients and medical teams
- Help patients and families with services both within the hospital and in the community
- May help ease the change from hospital to home
- Arrange supplies and equipment you may need at home if covered by your insurance provider
- Refer you to a home health agency

## Speech Therapist

Speech therapists work with patient on language, memory and swallowing problems, often under the direction of a rehabilitation physician. They may also evaluate hearing.

## Trauma Nurse

Trauma nurses are specially trained in trauma and provide initial care upon patient arrival as part of the trauma team. The trauma nurse will remain with the patient until admission to the hospital.

## Trauma Nurse Practitioner

Trauma nurse practitioners are nurses who have advanced training and manage

patients along with the doctor/surgeon.

Trauma nurse practitioners will:

- Perform physical exams
- Order and interpret tests
- Prescribe medications and other treatments
- Refer patients to other specialists

## Trauma Surgeon

Trauma surgeons are doctors who have specialized training in trauma surgery and critical care. At least two trauma surgeons are in the hospital 24 hours a day, 7 days a week. They oversee the total care of the patient while he or she is in the hospital. They regularly visit patients to check on their progress and coordinate complex care with other members of the trauma team.

## Pediatrician

Pediatricians are doctors who have specialized training in treating children and adolescents.

## Patient Transport

Patient transporters are members of the healthcare team that assist with the physical transportation of patients between departments. They are under the direction of the nursing staff and are skilled in handling patients during transitions.

## Unit Secretaries

Unit secretaries are available to assist with the patient and family direction. They are also available to answer questions regarding general hospital navigation and policies.

## Trauma Survivor Coordinator

The Trauma Survivor Coordinator (TSC) helps patients understand and adapt to life changes after a major injury. The TSC can help patients meet with other survivors, including peer visitors and local survivor groups, for a unique perspective on living a fulfilling life after suffering a serious injury.

## If A Patient Cannot Make Decisions

Ideally, patients would always be able to make their own healthcare choices. When they are not able to do so, the trauma team will consult the patient's Power of Attorney for Health Care. This is a person chosen by the patient who can make decisions that are in keeping with the patient's wishes. This type of power of attorney only applies to health care. Another option is a court appointed guardian. This is a person named by the court, not the patient, to make choices about the patient's health care.

When a Power of Attorney for Health Care or a court appointed guardian is not available, the trauma team will consult a backup decision maker. This is an adult who has shown care and concern for the patient, knows the patient's values and is available. When a patient cannot make his or her own choices due to injury or illness, the medical team will choose one person to make all decisions for the patient.

This choice is spelled out by law and is made in the following order:

- Husband or wife
- Adult child
- Parent
- Adult brother or sister
- Any other adult relative of the patient
- Any other adult friend who meets the above criteria



This hospital provides medical treatment without regard to race, creed, sex, nationality, gender or source of payment. As our patient, you are entitled to safe, considerate, respectful and dignified care at all times.

### Patient Rights

While you are a patient at this hospital, your rights as a patient include the right to:

- Be informed of your rights as a University Health System patient, including information about our patient rights policy and the mechanism for resolving patient complaints and grievances;
- Be informed of your health status, and participate in the development and implementation of your plan of care, including information on how to quit smoking;
- Request or refuse treatment, including information regarding the consequences of refusing treatment;
- The information necessary to enable you to make treatment decisions that reflect your wishes;
- Create advance directives and have hospital staff and practitioners who provide care in the hospital comply with these directives;
- Have a family member or representative of your choice and your own doctor notified promptly of your admission to the hospital;
- Effective management of pain;
- Personal privacy;
- Receive considerate and respectful care in a safe setting;
- Be free from all forms of abuse and harassment;
- The confidentiality of your clinical records;
- Access information contained in your clinical records;

- Be informed of any research or educational projects affecting your care or treatment;
- Examine and receive an explanation of the bill for your services
- Freedom from seclusion and restraints, including physical restraints and drugs, unless seclusion or restraint is medically necessary or is imposed to ensure your safety in emergency situations;
- Request spiritual guidance
- Appoint a surrogate to make healthcare decisions on your behalf;
- Participate in the consideration of ethical issues that arise in your care; and a reasonable response to your requests and needs for treatment or service, within the hospital's capacity, its stated mission, applicable law and regulation.

### Patient Responsibilities

The care you receive while you are a patient depends partially on you. Your responsibilities include:

- Provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, alternative therapy and other matters relating to your health
- Report unexpected changes in your condition to your doctor or nurse;
- Inform your doctor or nurse if you do not understand the plan of treatment and what is expected of you
- Know and follow the treatment plan prescribed by your medical team

- Make and keep appointments and notify the appropriate staff when unable to do so
- Accept responsibility for outcomes related to refusing treatment or not following the medical team's instructions
- Pay your bill or make arrangements to pay your bill within 30 days
- Demonstrate consideration for the rights of visitors, staff and other patients (including another patient's right to confidentiality); and respect University Health System property and the property of other persons.

For more information about patient rights, policies, resolution of complaints or to submit compliments, please contact the Patient Relations Department at (210) 358-0600. You have the right to file a grievance with the Texas Department of State Health Services directly, regardless of whether you have first used the hospital's grievance process.

Texas Department of State Health Services

1100 W. 49th St., Austin, Texas 78756

Information/Complaint Hotline:  
1-888-973-0022.

Division of Accreditation Operations

Office of Quality Monitoring

The Joint Commission

One Renaissance Boulevard

Oakbrook Terrace, IL 60181

Or call (800) 994-6610,  
or Fax to (630) 792-5636

E-mail [complaint@jointcommission.org](mailto:complaint@jointcommission.org)

## Stay: Medical Information: What is Kept, Why, and Who has Access?

When you come to the hospital, we will ask for information related to your care. We may keep this information as paper records or in a computer file. We keep the following:

- Name
- Address
- Date of birth
- Next of kin
- Information about your medical conditions and treatments.

We also keep any X-rays and test reports on file.

There are very strict laws about who may see this information:

- You can see your own medical records
- Your own medical caregivers can see them.
- Some other members of the hospital staff may see the information for other reasons, such as teaching purposes or to monitor care in the hospital.
- Your family and friends are not allowed to see your records unless you give permission.
- Your legal representative can see the information.

### Authorization for Access to Medical Records

A patient may give someone else permission to see his or her medical records. To do this, a patient completes an Authorization to Access Medical Record form.

You may need an attorney to access these records if your loved one is an adult, unable to sign for themselves, and no one with power of attorney to sign for them.

Your trauma team can help you choose a person for direct communication and updates.

Pursuant to the Health Insurance Portability and Accountability Act of 1996 (HIPAA), individuals have the right to access, inspect, and/or obtain a copy of their Protected Health Information (PHI).

University Health System is committed to allowing individuals to exercise their rights under HIPAA and other applicable federal and state laws and will take necessary steps to address individual requests to access, inspect, and/or obtain a copy of their health information in a timely and professional manner.

All requests for the disclosure of Protected Health Information (PHI) are handled by Health Information Services (Medical Record Department), Release of Information Section located at the University Health System – Robert B. Green Campus.

To Request Medical Records: All request for medical records are to be sent with a HIPAA Compliant Authorization form. This form is also available at all University Health System locations in the Medical Records Department. All HIPAA Compliant Authorizations should be mailed to the following address:

University Health System  
 Attention:  
 Release of Information  
 Medical Records  
 Department/MS-26-2  
 4502 Medical Drive  
 San Antonio, Texas 78229-4496

The Medical Records Department is open Monday through Friday, from 8:30 a.m. to 4 p.m. and is located on the first floor of University Hospital’s Rio Tower.

Requests can also be sent by fax to: (210) 358-5936. For status of requests and other information, please call us at (210) 358-3540.

Fee for Service:

As you can assume, the cost for the reproduction of medical records is quite extensive. Therefore, a pre-payment may be required based on individual requests. The first 10 pages are free. A pre-payment invoice will be mail to you and payment must be received prior to the processing of the request.

Send payments for Medical Records to:  
 University Health System  
 Attention: Medical Records, MS 26-2  
 P.O. Box 2476  
 San Antonio, Texas 78298-2476

Contact our office at (210) 358-3540 with any additional questions. Thank you for letting us serve you.

### NOTES:

---

---

---

---

---

---

---

---

---

---



### “At Your Request”

#### Room Service Dining Program

University Hospital patients can order meals through room service anytime the cafeteria is open. Our staff will make sure each request fits within the prescribed dietary guidelines and allergy alerts for every patient. Meals are freshly prepared on-site by skilled chefs, certified by the American Culinary Federation, and delivered to the patient’s room within 45 minutes. Visitors may also purchase food items, but must be charged separately from the patient’s bill. Just dial 82410 from your room phone and place your order.

#### Hospital Cafeteria

Patients, visitors and staff have access to a full range of food options inside our cafeteria – from sub sandwiches made to order to hot grill options and a salad bar – with ample indoor and outdoor seating. Microwaves are also available inside the cafeteria seating area. Cash and major credit cards are accepted. The cafeteria is located in the Rio Tower, third floor, D elevators.

#### Café & Gift Shop

The Café offers Starbucks brewed coffee, salads, sushi, gourmet sandwiches, desserts, assorted pastries/baked goods and more! Greeting cards, magazines, flowers, daily editions of the San Antonio Express News and other items are also available. The Café & Gift Shop is located in the Sky Tower, first floor, main lobby.

#### ATM Machines

ATMs are located in the main lobby (Sky Tower, first floor), and in the cafeteria (Rio Tower, third floor).

#### Mobile App

The University Health System mobile app has helpful floor maps, directions,

services, and more. Go to UHSapp.com to download on your mobile device.

#### Wireless Internet (Wi-Fi)

Free wireless Internet access is available for our patients and visitors. To access, select “attwifi” in your network connections.

#### Interpreter / Translator Services

In order to better understand your needs, free translator services are available. Please let nursing staff know and they will provide an interpreter for you, or you may also contact the Patient Relations Office.

#### Patient Relations

Patient Relations is located in the Rio Tower, first floor, across from the Peveto Center for Pastoral Care. You may also call Patient Relations at (210) 358-0600.

#### Chapel/Spiritual Care

The Peveto Center for Pastoral Care is open 24 hours a day. It offers patients and families of all faiths a place for prayer and reflection. It is located on first floor in the Rio Tower, across from the B elevators.

#### Family Support

While your loved one receives the care they need, we are here for you. Families or patients are welcome to request a

chaplain visit. You may also be interested in our Trauma Survivor Network group. Contact our TSN coordinator at 210-743-4414 or visit TraumaSurvivorNetwork.org to learn more.

#### Music for Healing

We provide free music interludes from community musicians in the Rio Tower lobby (first floor) on Tuesdays. This brings healing and inspiration to patients, families and staff. Music for Healing is made possible by The Center for Medical Humanities & Ethics at UT Health San Antonio and University Health System.

#### Green Spaces

Three green spaces, including two rooftop gardens, will provide a quiet, calming place for respite, while other comfortable spaces throughout the hospital will be available for families to gather. You will find the Main Garden on the first floor of University Hospital’s Sky Tower, next to the C elevators. The other two rooftop gardens are located on the 10th Floor.



## Stay: Insurance and Disability Information

### Insurance and Disability

Insurance coverage for trauma patients can be very complex. A financial counselor can help with insurance and payment questions.

### Financial Assistance

If you do not have health insurance or are concerned that you may not be able to pay for your care in full, we may be able to help.

Ask your social worker if you think you qualify for one of the following programs. It is the patient's or their family members' responsibility to apply for these programs, so be sure to ask any questions you might have before you leave.

### CareLink

The CareLink program is open to San Antonio/Bexar County residents who do not have private or public health insurance.

Based on several factors, like the number of people in your family and your total income, you may qualify to be a member of CareLink. Once enrolled, CareLink will establish a monthly payment plan based on total household income and family size. You will be assigned your own primary care physician and have access to quality healthcare at University Health System.

CareLink requires appointments for enrolling or renewing your membership. To schedule your appointment, call us at (210) 358-3350, visit [www.myUHS.com](http://www.myUHS.com) or email us at [CareLink@uhs-sa.com](mailto:CareLink@uhs-sa.com).

Things you should know:

- CareLink is a financial assistance program, and not insurance.
- CareLink will look for additional funding sources to assist with your healthcare needs.

- CareLink management reserves the right to approve other documents not listed.
- CareLink forms are available online at: [UniversityHealthSystem.com/CareLink](http://UniversityHealthSystem.com/CareLink)
- You will have an obligation of a monthly payment if you have a balance.

### Medicaid

To apply for Medicaid, contact the Department of Social Services (DSS) in the city or county where you live. You do not need a face-to-face interview.

### Applying for Short-Term Disability

You or your loved one may be entitled to short-term disability through an employer. If you are applying for short-term disability, please remember:

- Sign everything on the form that needs to be signed, and identify the fax number at work where the forms should be sent (usually the Human Resources or Personnel Services office).
- Ask the nurse where to leave the forms so the doctor can get them. It is best to submit these forms while you or your loved one is still in the hospital.
- Doctors complete the forms in their offices. The office staff returns the papers to you to submit to the employer, or the doctor may choose to fax the forms directly to the employer.
- For questions about your forms, contact your trauma case manager or the trauma follow-up clinic at 210-358-0265, or your physician's office. Completion of these forms typically takes 7-10 business days.

### Long Term Disability/ Social Security

Patients with long-lasting or permanent disabilities may be able to obtain payments through long-term disability insurance, social security, or both. In some cases, long-term disability plans require patients to apply for social security in order to receive payments.

Social Security pays benefits to people who cannot work because they have a medical condition that is expected to last at least one year or result in death.

The Social Security Web site ([SSA.gov](http://SSA.gov)) is easy to use if you apply for Supplemental Security Income (SSI). You can call 800-772-1213 or call your local Social Security office. It takes many months to process an application, so it is a good idea to get started quickly.

### Victims of Crime Compensation

If you are the victim of a violent crime, you may be eligible to receive compensation for crime-related expenses that cannot be reimbursed by insurance or other sources. The fund is collected from convicted offenders through court costs, fees and fines, and is administered by the Office of the Attorney General.

### Letters for Employers, Schools and Others

The hospital has letters to send to employers, schools or courts to inform them that you and your loved one are in the hospital. Your case manager or social worker can tell you how to get these letters. They are available only while you are in the hospital. After discharge, you will need to contact your doctor's office directly.



Many people need specialized care after they leave the hospital. This can include:

- Special Equipment
- Nursing Care
- Physical Therapy
- Occupational Therapy
- Speech Therapy

A trauma case manager or trauma social worker will work with you to make a plan. They may talk with your insurance company to see what it will pay. They can also help you arrange for care. If you do not have health insurance, the social worker or financial counselor can help find out where you can apply for assistance.

## Level of Care in the Community

Each person, injury and path to recovery is different. Your trauma team will tell you which level of care is best. Your trauma social worker or case manager will help you find the care you need. They will take into account your insurance and your ability to pay.

## DIFFERENT LEVELS OF CARE

### Rehabilitation hospital

People who can do three hours or more of therapy each day may be able to go to an acute rehabilitation hospital. Patients have freedom of choice when deciding upon a rehabilitation hospital.

### Skilled nursing facility

People who are not well enough to do three hours of therapy each day but who still need therapy may benefit from a short stay at a skilled nursing facility. Such care is available at many local nursing homes and can be arranged by your case manager.

### Home care

Some people can live at home with nurses and therapists coming to them. The case manager will arrange for these types of services. They can also give you the name and phone number of a home health agency.

### Outpatient therapy care

People who are able to go out of their home for therapy will be given a prescription when they are discharged. This is a doctor's order that you will need in order to make your own appointments. The case manager can give you the names of providers near your home.

### Home with no home care

Many people do not need home care from a nurse or therapist. They are discharged to the care of family. The trauma doctor may tell you to come back to see him or her or to see your own doctor after you are discharged. You will need to make your own appointments with the physician's office.

### Skilled Nursing Facility Preferences

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

### Rehabilitation Preferences

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_





## Discharge: Some Practical Information and Resources

We understand that a serious traumatic injury causes an abrupt change in the lives of both the patient and their loved ones. Family and friends often find themselves in need of a nearby hotel room, a ride to and from the hospital, contacts for medical equipment, or in some cases, insurance information and sources of help. A University Hospital social worker will help you find this information. Here is some important information to help you in your time of need.

### Basic Needs

United Way of  
San Antonio .....(210) 227-4357  
Ronald McDonald  
House .....(210) 614-2554  
Victims of Crime .....(800) 983-9933  
National Human Trafficking Resource  
Center..... 1 (888) 373-7888

### Medical Equipment

Project Mend.....(210) 223-6363

### Transportation

VIA Public  
Transportation .....(210) 362-2020  
VIA Trans..... (210) 362-5050  
VIA Transit Hotline.....(210) 362-2020  
Yellow Checker Cab .....(210) 222-2222  
Greyhound Bus Line..... (210) 270-5824

### Hospital Access

For the safety of our patients, visitors and employees, access to University Hospital is restricted during these times:

Monday - Friday ..... 7 p.m. - 6 a.m.  
Saturdays ..... 3 p.m. - 7 a.m.  
Sundays ..... 1 p.m. - 7 a.m.

Anyone wishing to enter and exit during these times may do so through the Emergency Department.

### Patient and Visitor Parking

Patient/visitor parking is located in the North Parking Garage and in two

surface-level lots. If you require special parking conditions for an over-sized vehicle or a long stay spanning many days or weeks, our Social Services Department can assist you with a special one-price, multi-day parking pass. Social Services staff can be reached at (210) 428-0051.

Parking rates are very reasonable and top out at a daily maximum charge of \$4. Please keep your parking ticket in a safe place so you will not be subject to a "lost ticket" fee. Alternatively, patient's families can purchase a pack of 10 parking passes for \$10 from the cashier's office.

- You can pick up and drop off a patient under the covered area located at the main entrance. Hospital ambassadors are stationed at the entrance to help with questions, directions and wheel chair assistance.
- The maximum height for vehicles allowed in the North Parking Garage is 8 feet, 2 inches.
- Handicap parking is available on Levels G, 1 and 2 of the North Parking Garage. ADA parkers with oversized vehicles must park in the surface lot.
- Remember to take your parking ticket with you when you leave your vehicle; having the ticket with you will allow you the opportunity to pay for parking at one of the parking pay stations located on campus.
- You can pay at a parking pay station as you exit University Hospital or at the exit gates of the North Parking Garage or surface level lots.

- Cash, credit card and parking vouchers are accepted.
- If you park in the surface lot and want to pay with cash, you will need to do so at the parking pay station located on level G or 1 of the North Parking Garage next to the Sky Tower entrance.
- Bills larger than \$20 are not accepted.
- Coins are not accepted

### Parking Support

If you have any problems with the parking equipment or wish to report a parking concern, a customer support representative located on site will address your issue immediately.

Parking Customer  
Support ..... (210) 428-0051  
Escalation to  
Parking Manager .....(210) 315-1553

#### Parking Rates:

1 hour or less: ..... Free  
1 - 2 hours: ..... \$1  
2 - 3 hours: ..... \$2  
4 hours or more: ..... \$4  
Lost ticket: ..... \$4

For more information, visit hospital access and parking.

### Hotel Accommodations

HotelGuides.com provides you with access to a database of hotels located near University Hospital. Many of these hotels offer discounts to the families of patients in our hospital.



## Names of Providers

Many doctors, nurses and others will be taking care of your loved one. They are all part of the trauma team, led by the trauma surgeon. Our board-certified trauma surgeons provide 24-hour coverage of the trauma center. They are called the attending trauma surgeons. We also train future surgeons. They are known as surgical residents. Other members of the trauma team and their roles are listed at the beginning of this handbook.

Use the following pages to list:

- Names of the doctors, nurses and others who are caring for your loved one
- Injuries and procedures
- Questions you may have
- Things you need to do and get

Who are the attending trauma surgeons, residents and mid-level providers?

---



---



---



---

Who are the physician consultants? These are doctors who help with the diagnosis and treatment of specific types of injuries.

Orthopedic Surgery \_\_\_\_\_

Neurosurgery \_\_\_\_\_

Plastic Surgery \_\_\_\_\_

Rehabilitation \_\_\_\_\_

Other \_\_\_\_\_

Other \_\_\_\_\_

Other \_\_\_\_\_

Who are the nurses who are taking care of your loved one?

---



---



---



---

Who is the Trauma Survivor Coordinator (TSC)?

---

## Additional Notes

---



---



---



---



---



---



---



---



---



---



---



---



---



---



---



---



---



---



---



---



---



---



Who else in the hospital is helping in the care of your loved one?

Physical Therapist \_\_\_\_\_

Occupational Therapist \_\_\_\_\_

Speech Pathologist \_\_\_\_\_

Psychologist \_\_\_\_\_

Case Manager \_\_\_\_\_

Psychiatrist \_\_\_\_\_

Social Worker \_\_\_\_\_

Financial Counselor \_\_\_\_\_

Other \_\_\_\_\_

Other \_\_\_\_\_

Other \_\_\_\_\_

### Additional Notes

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### Injuries and Procedures

List of major injuries:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_

List of major procedures:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_



Just as our bodies can be traumatized, so can our minds. Trauma can affect your emotions and will to live. The effect may be so great that your usual ways of thinking and feeling may change. The ways you used to handle stress may no longer work.

Patients may have a delayed reaction to their trauma. In the hospital, they may focus on their physical recovery rather than on their emotions. As they face their recovery, they may have a range of feelings, from relief to intense anxiety.

Family members also may go through a range of emotions between first hearing the news of the injury and on through the patient's recovery.

Trauma patients and their families often feel loss on some level. The loss may relate to changes in health, income, family routine or dreams for the future. Each person responds to these changes in their own way. Grief is a common response. While it does get better, it can delay recovery and add to family problems. Knowing the early signs of depression and post-traumatic stress syndrome (PTSD) is important.

Going through a traumatic injury can cause a range of strong emotions. For example, it is common for people to feel or experience the following right after the injury:

- Sadness
- Anxiousness
- Crying spells
- Sleep problems
- Anger
- Irritability
- Grief or self-doubt

These emotions are perfectly normal. For some people, distress resolves over time. For others, it may hold steady or even increase. In about one out of four people, the distress is so severe that it is called post-traumatic stress disorder, or PTSD.

## What is PTSD?

PTSD is a type of anxiety that occurs in response to a traumatic event. It was first described in combat veterans. Now we know that PTSD occurs in everyday life. PTSD has defined symptoms that are present for at least four weeks.

After a trauma, people may have some PTSD symptoms, but that does not mean they have PTSD. PTSD means having a certain number of symptoms for a certain length of time.

Only a mental health professional can diagnose PTSD, but if a friend or family member notices any of the symptoms, it may be a sign that help is needed.

There are three types of PTSD symptoms:

Type	Symptoms
Hypervigilance	<ul style="list-style-type: none"> <li>Having a hard time falling asleep or staying asleep</li> <li>Feeling irritable or having outbursts of anger</li> <li>Having a hard time concentrating</li> <li>Having an exaggerated startle response</li> </ul>
Re-experiencing	<ul style="list-style-type: none"> <li>Having recurrent recollections of the event</li> <li>Having recurrent dreams about the event</li> <li>Acting or feeling as if the event were happening again (hallucinations or flashbacks)</li> <li>Feeling distress when exposed to cues that resemble the event</li> </ul>
Avoidance	<ul style="list-style-type: none"> <li>Avoiding thoughts, feelings, conversations, activities, places or people that are reminders of the event</li> <li>Less interest or participation in activities that used to be important</li> <li>Feeling detached; not able to feel</li> </ul>

## Coping with Loss

Survivors and those who care about them frequently experience loss which can range from temporary setbacks to life-altering changes, including the death of a loved one. Grief is a very personal response to loss. Grief often fades over time, but in some cases it can dominate one's emotions for many months or years. When grief persists, it may be a good idea to seek help

## Grief Can Prevent Healing

The stress that goes with trauma and grief can affect your health. It can also affect your decision-making during the first several months after the trauma. It is important for you to try to eat well, sleep and exercise. If you have any long-term health problems, such as heart disease, be sure to stay in contact with your doctor. If you find that grief is affecting your recovery, you should consider help to overcome it.

## Who Can I Turn to for Help?

Part of recovery involves using others for emotional support. This can come from friends, family, a member of the clergy, a support group, or another person who has experienced similar loss. Not everyone knows what to say or how to be helpful. Some people avoid those who have experienced a trauma in their family because it makes them uncomfortable. It may take some time to find a good listener who can help you process the grief you are experiencing.

Even with a strong support system, grief can sometimes overwhelm us. This is when professional help is useful. You may need help if:

- The grief is constant after about six months,
- If there are symptoms of PTSD or major depression, or
- If your reaction interferes with daily life

Your doctor can help you identify local services available for support, including the Trauma Survivors Network.

## Transplant/Donor Program

University Transplant Center works closely with Donate Life Texas, the only official state donor registry supported by three Texas-based organ procurement organizations, LifeGift, Southwest Transplant Alliance and Texas Organ Sharing Alliance.



To learn more and register, visit [www.DonateLifeTexas.org](http://www.DonateLifeTexas.org).

For more information about the transplant donor program at University Transplant Center, located at University Hospital, call 210-567-5777 or toll free 1-888-336-9633.

## Forever Yours Program

The Forever Yours program was created to give patients and their families an opportunity to capture their love in a dignified way, with a keepsake photo of the hands. An example is shown on this page.

Forever Yours was founded by Rosalva Washington, LMSW, a Trauma Social Worker with University Health System.

For more information, email [Forever.Yours@uhs-sa.com](mailto:Forever.Yours@uhs-sa.com).





Dates and times for medical procedures, tests or even discharge from the hospital are not set in stone. There are usually many factors or people involved, and things do not always work out as planned. If you are scheduled for an MRI, for instance, but an emergency case comes in to the unit, they must handle the emergency first. Dates and times are targets, not guarantees.

Don't be afraid to ask for pain medicine. But keep in mind that the staff must follow a process, and it may take a while to fill the request. Your nurse must get your doctor's OK before you receive any medications.

Get involved in your treatment. You have the right to know about your options and to discuss them with your doctor. If you are told that you need a certain test, feel free to ask for an explanation of the test and what that test will show.

Get a person's name at your insurance company and try to always talk to that person. The social worker or case manager at the hospital may be able to help you find this person. It is easier for you and easier for the insurance person too. Having someone who knows your case can be very helpful when the bills start rolling in.

Physical therapy can be very important. Muscles weaken very quickly, and any activity that you can handle will help you

recover more quickly. Try to arrange for pain medication about 30 minutes or so before you have physical therapy. If you do this, your therapy won't hurt as much and you will be able to do more and make more progress.

Plan ahead. Your discharge from the hospital may come more quickly than you expect, even before you feel really ready to go. The best way to be ready is to make plans early. Ask your nurse about what kind of help is available to arrange for rehab, home care, equipment or follow-up appointments. Even if you plan ahead, you may find that you need other equipment or devices after you return home. Don't panic! Your home care provider or doctor's office can help you once you are home.

Be patient with yourself. Your recovery may not always follow a "straight line." You may feel fairly good one day, then really tired and cranky the next. It can be frustrating to feel like you're losing ground, but you'll need to be patient and focus on your progress over time.

Take notes. Ask a family member or friend to keep a journal of what happens during your hospital stay. These notes may be interesting to you in the future.

Ask for help. Being in the hospital disrupts every bit of your life – routines, schedules, relationships and plans. You are probably used to being very independent, but you now rely on other people for help. Your family and friends probably want to help out in any way they can. They only need your invitation.







## Recovery: About the American Trauma Society and the Trauma Survivors Network

### American Trauma Society

The American Trauma Society (ATS) is a leading group for trauma care and prevention. We have been an advocate for trauma survivors for 30 years. Their mission is to save lives through improved trauma care and injury prevention. For details, go to [www.amtrauma.org](http://www.amtrauma.org).

The ATS knows that a serious injury is a challenge. To help, the ATS has joined with University Hospital and your Trauma Survivor Coordinator to help you through this difficult time.

### Trauma Survivors Network

The goal of the Trauma Survivors Network (TSN) is to help trauma survivors and their families connect and rebuild their lives.

The TSN is committed to:

- Training healthcare providers to deliver the best support to patients and their families
- Connecting survivors with peer mentors and support groups
- Enhancing survivor skills to manage day-to-day challenges
- Providing practical information and referrals
- Developing online communities of support

The TSN offers its services together with local trauma centers. These services can include:

- Trauma Support Groups for survivors
- This Patient & Family Handbook
- A link to Carepages which helps you talk with friends and family about your injured loved one

- An online library where you can learn from about common injuries and treatments
- An online forum where trauma survivors and their families can share experiences
- Family Class to support family members
- NextSteps Classes. NextSteps is an interactive program to help survivors manage life after a serious injury
- Peer Visitors who provide support to current Trauma Survivors while they are hospitalized

#### Participate in the TSN

Sometimes, the best person to understand what you are going through is a survivor or family member who experienced trauma themselves. The TSN offers several ways to both receive help from other survivors and their families, as well as offer your own help in turn.

Contact your trauma survivor coordinator at 210-743-4414 or join the University Hospital TSN group at [www.traumasurvivorsnetwork.org](http://www.traumasurvivorsnetwork.org) for more information about:

- Local survivor meet-ups
- Disability support groups
- Participating in the survivor photo program
- Becoming a peer visitor

### Getting Help if You are a Victim of Violence

San Antonio Police Department  
Victim Services  
(210) 207-2141

Bexar County Family Justice Center  
903 W. Martin #48-2  
(210) 208-6800

Battered Women's Shelter  
(210) 733-8810

Bexar County Criminal District  
Attorney or Victim Assistance  
300 Dolorosa, 6th Fl.  
San Antonio, TX 78205  
(210) 335-6010

Texas Department of Public Safety  
Victim Services  
P.O. Box 4087  
Austin, TX 78223  
(512) 424-2211

National Organization for Victim  
Assistance (NOVA)  
1-800-TRY-NOVA

National Center for Victims of Crime  
(202) 467-8700

Intervention Resources  
The Center for Health Care Services  
806 S. Zarzamora  
San Antonio, TX 78201  
(210) 261-1000

Mothers Against Drunk Driving  
(877) MADD-HELP/ (877) 623-3435





## Giving Back: Paying it forward

University Hospital has the only hospital-based blood donor center in San Antonio. This affords University Health System patients a unique opportunity – blood may be donated at the University Hospital Donor Room as a credit replacement to relieve charges that the patient has incurred. A credit will be granted toward the patient's bill for each blood or platelet donation made in the name of the patient. Donors will also receive a free parking validation. Donors must be 17 years of age or older.

Patients who do not use blood components during their hospital stay will receive a credit adjustment for each donation made in their name. A donor should know the following information when they come in to donate:

- The name of the patient they are donating for
- MRN# or date of birth of the patient



University Health System encourages its patients and the public to help replace the blood that has been used to help save lives in our community. We are always in need of donor support. Visit Blood Donor Services at University Hospital on the 3rd Floor, Rio Tower. For more information about donating, call 210-358-2812.

## TRAUMA SURVIVOR PORTRAITS

We invite former trauma patients to participate in our Trauma Survivor Photo program. Patients who wish to participate can schedule to have a professional photographer take their portrait, which will be displayed in the Trauma Follow-Up Clinic as a hopeful reminder for both patients and staff. Pictured below are a few of the many trauma survivors who were cared for at University Hospital. If interested, contact the Trauma Survivor Coordinator at 210-743-4414.







**University Health System**  
Trauma Services

This booklet is provided as a public service by the American Trauma Society and University Hospital. The booklet is based on a Trauma Handbook developed by the Inova Regional Trauma Center at the Inova Fairfax Hospital and Inova Fairfax Hospital for Children in Falls Church, Virginia.

For more information about University Health System, visit [UniversityHealthSystem.com](http://UniversityHealthSystem.com)