

Luminis Health Anne Arundel Medical Center

Perinatal Patient Engagement Information Sheet

At Luminis Health Anne Arundel Medical Center (LHAAMC), we believe in respectful, compassionate and person-centered care. Your preferences, voice and questions matter. This guide is here to help you feel informed, comfortable and supported during your stay.

Your Care Team and Communication

Who can I talk to if I have questions or concerns?

- You can ask questions at any time. Every team member is here to support you.
- If you feel your needs are not being met, please ask to speak with the charge nurse, who is always available to help support your care.

Can I share my birth plan with the team?

- Yes, we welcome your birth plan or care preferences. Please bring a copy if you have one.
- Your personal, cultural, and spiritual beliefs are important. We encourage open conversations about what matters to you.
- We also offer interpreter services in many languages, including our live interpretation, through phone and video.

Can I have doula support during my birth?

- Yes! We recognize doulas as valued members of your support team.
- Doulas offer physical, emotional and informational support before, during and after birth. To learn more or find a doula, visit: **[Luminis.Health/DoulaSupport](#)**.

Your Care During Birth

How will my pain be managed?

- We believe in honoring your pain experience and will work with you to manage it in the way that feels right for you.
- Options include non-medicine strategies, oral or IV medication, and epidurals or spinal anesthesia.
- Pain medicine can be scheduled or given when needed. Let us know what works best for you.

What should I expect about substance use and screening?

We are committed to providing nonjudgmental and supportive care to every patient. To help ensure safe care, all patients are asked questions at their hospital visit to screen for risk of substance use. This is part of state guidelines and best practices.

- Sometimes a urine test may be recommended.
- If your test shows substance exposure, or if you ask not to be tested, your newborn may receive a non-invasive urine test as well.
- A positive result does not mean you will be separated from your baby. It does mean we will ask you to meet with our social work team, who may be required to report to the state. Our entire team, including social work, is here to support you, answer questions and ensure your family is cared for with dignity.

Your Stay and Recovery

When is quiet time on the postpartum unit?

- Quiet time is from 1:30 to 3:00 pm and 1:30 to 3:00 am daily.
- This time helps you rest, heal, and bond with your baby in a peaceful environment.
- Visitors and staff are encouraged to limit interruptions unless urgent.

What if my baby needs care in the neonatal intensive care unit (NICU)?

- If your baby needs extra support, they may be cared for in our Level III NICU on the second floor of the Clatanoff Pavilion.
- Our NICU team provides expert, around-the-clock care and will keep you informed and involved throughout your baby's stay.
- We are here to support your emotional and physical well-being during this time.

How will I receive information about going home (discharge)?

Your care team will go over all discharge information, including:

- Medications
- Follow-up care
- Home support resources

You'll also receive helpful videos and instructions through:

- MyChart
- The Birth and Baby website: **Luminis.Health/Baby**
- YouTube videos

Support for You and Your Family

Will I and my family be welcomed and respected?

- Absolutely. We are committed to inclusive and respectful care for every patient and family regardless of age, race, ethnicity, religion, national origin, sex, sexual orientation, gender identity or expression, disability, veteran or military status, or any other basis that could be a source of bias.
- Please let us know how you would like to be addressed, how you identify, and how we can best support you and your loved ones.

What if I've had a difficult medical or pregnancy experience in the past?

- Your past experiences matter. We understand that medical, pregnancy or birth trauma can affect your current care.
- Please share any emotional, physical, or access needs with your nurse, doctor, or midwife. We will listen and partner with you to make your care experience safe and supportive.

Can I request spiritual or emotional support?

- Yes. Our spiritual care team is here for you and your family — for celebration, grief, or any emotional or spiritual needs. Ask your nurse or any staff member to connect you.

Who can help me with insurance or billing questions?

- We know medical bills and insurance can be confusing.
- For general help, start by calling the number on your insurance card.
- For Luminis Health billing assistance:
 - **Bill Pay Customer Service:** 443-333-2584 (Mon–Fri, 9 a.m.–7 p.m.)
 - **Financial Assistance:** Luminis.Health/FinancialAssistance
 - **Hospital Assistance:** 443-481-1401 (Mon–Fri, 9 a.m.–4 p.m.)
 - **Physician Billing:** 443-481-6000 or mybill@luminishealth.org (Mon–Fri, 8 a.m.–4:30 p.m.)