GBMC Overview

GBMC HealthCare is a private, not-for-profit corporation that owns and operates Greater Baltimore Medical Center (GBMC), a regional community hospital in Towson, Maryland, two miles north of Baltimore City. GBMC HealthCare also owns and operates GBMC Health Partners, Greater Baltimore Health Alliance (GBHA) and Gilchrist, the largest not-for-profit hospice organization in Maryland.

Situated on a beautiful suburban campus, GBMC is dedicated to its mission of Health, Healing and Hope. GBMC is home to approximately 1,300 physicians who are supported by nearly 1,000 medical nurses, 150 hospice nurses and more than 800 volunteers.

The approximately 300-bed medical center (acute and sub-acute care) handles more than 26,000 inpatient cases and approximately 60,000 emergency room visits annually. GBMC’s campus also includes three medical office buildings - Physicians Pavilion East, Physicians Pavilion West and The William E. Kahlert Physicians Pavilion North building. In addition to its main campus, GBMC’s care can be found throughout the community including Jarrettsville, Lutherville, Hunt Manor, Hunt Valley, Owings Mills, and Perry Hall.

More than 200 of GBMC’s physicians are employed through GBMC Health Partners, a group of physician practices in a number of different specialties that serve patients throughout the region. GBMC and its physicians have long been recognized for outstanding quality and personalized service within the community. Over the past decade, GBMC and its physicians have been honored by such publications as U.S. News and World Report and Baltimore magazine for its dedication to quality patient care.

Health, Healing, Hope.

The mission of GBMC is to provide medical care and service of the highest quality to each patient leading to health, healing and hope.

VISION

To every patient, every time, we will provide the care that we would want for our own loved ones.

GREATER VALUES

The values of GBMC are our GREATER Values of Respect, Excellence, Accountability, Teamwork, Ethical Behavior and Results.
Your Rights as a Patient

- You have the right to be treated respectfully by others, including unanticipated outcomes.
- You have the right to be an active, involved and informed participant in your health care.
- You have the right to be involved in your discharge plan. You can expect to be told in a timely manner the need for planning your discharge or transfer to another facility or level of care. Before your discharge, you can expect to receive information about any necessary follow-up care.
- You have the right to refuse pastoral and other spiritual services.
- You have the right to receive information about any charges, obtain information about payment of your hospital bills and access the Financial Assistance Program if applicable.
- You have the right to be involved in your discharge plan. You can expect to be told in a timely manner the need for planning your discharge or transfer to another facility or level of care. Before your discharge, you can expect to receive information about any necessary follow-up care.

As Your Partner in Care

We Ask That You...

- Keep appointments or call the hospital when you are unable to keep a scheduled appointment.
- Provide accurate and complete information including name, address, home telephone number, date of birth, Social Security number, insurance carrier and employer when it is required.
- Provide complete and accurate information about your health and medical history, including a current list of your medications.
- Provide the hospital or your doctor with a copy of your advance directive if you have one.
- Ask questions if you do not understand any matter relating to your diagnosis, care and treatment and express any concerns about your ability to follow the proposed course of treatment.

Code of Conduct for Patients and Visitors

As your partner in care, Greater Baltimore Medical Center (GBMC) HealthCare System expects that visitors, patients and accompanying family members treat all staff, other patients and visitors as you would want to be treated: with courtesy and respect, and abide by all rules and safety regulations.

In an effort to provide a safe environment that promotes better health, better care, least waste, and more joy for staff, visitors, patients and their families, we expect visitors, patients and accompanying family members to refrain from unacceptable language and behaviors that are disruptive or pose a threat to the rights or safety of other patients and staff.

Please be aware that GBMC HealthCare System has a Zero Tolerance Policy for abusive or violent language and/ or behavior directed at our staff, patients, and visitors. Visitors may be escorted out of the facility and may be subject to loss of all visitation rights and facility privileges, including possible legal action. Thank you for your cooperation.