

# UPMC Horizon

## Greenville Campus

110 North Main Street  
Greenville, PA 16125  
724-588-2100

## Shenango Valley Campus

2200 Memorial Drive  
Farrell, PA 16121  
724-981-3500

Toll-free: 1-888-447-1122

Web: <http://horizon.upmc.com>

UPMC

## Patient Handbook



*UPMC is an equal opportunity employer. Policy prohibits discrimination or harassment on the basis of race, color, religion, national origin, ancestry, sex, age, marital status, familial status, sexual orientation, disability, or veteran status. Further, UPMC will continue to support and promote equal employment opportunity, human dignity, and racial, ethnic, and cultural diversity. This policy applies to admissions, employment, and access to and treatment in UPMC programs and activities. This commitment is made by UPMC in accordance with federal, state, and/or local laws and regulations.*

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UPMC Horizon

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# Welcome

*Welcome to UPMC Horizon, where every member of our staff is committed to make your stay comfortable and provide you with the quality care you've come to expect from UPMC. We want you to feel at home during your stay and will do our best to accommodate your needs.*

*This Patient Handbook is designed for you and your family. Please read through this booklet to learn about the people and services contributing to your care.*

*If you have any questions, please talk to your doctor or nurse. You may also call the Patient Advocate at **724-589-6240**.*

## HOSPITAL TELEPHONE DIRECTORY

You may find the following hospital telephone numbers useful. To dial a hospital number that begins with 589- or 983- from a hospital telephone, dial the last four digits.

**Billing** .....toll-free 1-800-854-1745

**Blood Donation** .....toll-free 1-866-366-6771

**Chaplain** .....0

Call the hospital switchboard by dialing “0” on your hospital telephone.

### Environmental Services (Housekeeping)

Greenville .....724-589-6580

Shenango Valley .....724-983-7544

### Gift Shops

Hospitality Shop — Shenango Valley .....724-981-3500  
ext. 7211

Sunny Horizons Gift Shop — Greenville .....724-589-6127

**Hospital Operator Assistance** .....724-588-2100

For outside calls .....724-981-3500

### Medical Records

Greenville .....724-589-6152

Shenango Valley .....724-983-7167

### Nutritional Services

Greenville .....724-589-6206

724-589-6207

Shenango Valley .....724-983-7171

724-983-7172

**Parking** .....724-589-6268

**Patient Advocate** .....724-589-6240

### Patient Information

Greenville.....724-588-2100

Shenango Valley.....724-981-3500

**Safety** .....724-983-7584

### Security

Greenville .....724-588-2100

Shenango Valley .....724-983-3500

Give your location, hospital campus, and room number.

**Social Services** .....724-589-6897

724-983-7515

**UPMC Horizon Community Health Foundation** .....724-983-7159

### Volunteer Services

Greenville .....724-589-6675

Shenango Valley .....724-983-7505

# Admission and Discharge

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## ADMISSION PROCESS

When you arrive at the hospital, please report to the Emergency Department and bring your insurance card and claim forms if they are required. If you are admitted under emergency circumstances, a designated friend or relative may be asked to provide the necessary information.

## DISCHARGE

The discharge plan is coordinated among your physician, the nursing staff, and other departments involved in your care. Every effort is made to provide you with a smooth transition from the hospital to your home, rehabilitation facility, or extended care facility.

When you are ready to go home, your physician will authorize your discharge. Nursing services personnel will help you get dressed and pack your personal items.

### ***Before leaving the hospital***

Before you leave the hospital, please be sure you have removed all personal items from the closet, bedside stand, bathroom, and sink area. Also, be sure to obtain any valuables secured in the safe, as well as your prescriptions and discharge instructions.

### ***Discharge planning***

There are times when patients may need additional care or treatment after being discharged from the hospital. UPMC Horizon has services available to you, if needed, after discharge.

Case Management, which consists of two components including Utilization Management and Social Services, is responsible for communicating required clinical information to managed care organizations and facilitating your care and discharge planning needs. Social Services is

available to assist patients and families during the discharge process and provides community resource information, including a listing of nursing and personal care homes. These departments assist in providing advice and support to you.

# General Information

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## ABOVE AND BEYOND

Throughout the hospital you will see forms for “Above and Beyond” a program used to honor UPMC Horizon staff who go above and beyond routine care to provide quality service to you or your family members. Forms are available in the lobby and in waiting rooms. We encourage you to take the time to complete one of these forms to help us recognize our staff for exceptional performance. After completing the form, please give it to any hospital staff member.

## ADVANCE DIRECTIVES

UPMC Horizon recognizes that your decision to accept or refuse certain medical treatment is a personal one. There may be times when you cannot make your wishes known to a health care provider. Advance directives can inform the hospital staff of your wishes in the event you are unable to speak for yourself. If you have an advance directive, such as a living will or durable power of attorney, please provide a copy to a member of our nursing staff so we may place it with your medical record.

If you do not have an advance directive or would like more details, please ask your nurse and refer to your *Ticket Home* envelope.

## **BILLING**

Charges for your stay at UPMC Horizon depend on several factors, including the length of stay and services rendered. Additional charges may include lab tests, x-rays, medications, anesthesia, and operating room or delivery expenses.

Your daily room rate includes 24-hour nursing care, meals, permanent medical record services, equipment, and other support services, including Patient Accounting, Maintenance, and Environmental Services.

## **HEALTH INSURANCE**

### ***If you have health insurance***

#### **Blue Cross**

Blue Cross benefits are payable directly to the hospital. If you are a Blue Cross subscriber, you need to present your identification card upon admission. All necessary information can be obtained from this card.

#### **Other Commercial Insurance**

If you carry other commercial insurance, necessary forms and identification should be presented at the time of admission. Assignment of benefits provided under hospital insurance plans will be required unless your account is paid in full upon discharge. If your hospitalization policy is a group plan, the insurance office will complete all hospitalization forms and forward them to the insurance company or your employer.

#### **Medicare**

Medicare benefits are payable directly to the hospital. You need to bring your Medicare identification card and a secondary insurance card, if you have one, to the hospital when you are admitted. All required information can be obtained from this card. You will be asked to sign the appropriate Medicare forms upon admission. This type of coverage is available to most patients 65 years of age and older, as well as some patients receiving Social Security benefits.

### ***If you have no insurance***

#### **Payment of Bills**

Payment for hospital services not covered by hospitalization or third parties is expected at discharge unless special arrangements are made at the time of admission. The hospital honors MasterCard, Visa, and Discover credit cards.

#### **Medical Assistance**

If you do not have hospital, health, or accident insurance; are not covered by worker's compensation; and feel you are financially unable to pay a hospital bill, contact our financial counselor at the time of admission for possible assistance.

A full-time financial counselor is available to assist with direct accounts and matters pertaining to personal finances. Please feel free to discuss appropriate financial business in this office, which is located off the main lobby at the Greenville campus and on the first floor in the main hallway at the Shenango Valley campus.

## **CAREPAGES**

While your loved one is staying with us, take a few minutes and create a CarePages website. It's free and easy to do. CarePages are free, private websites that you create and personalize. Family, friends, and patients can develop a CarePages website to use during and after a hospital stay and during long-term care.

Log on to <http://www.carepages.com/UPMC> to get started. For help, contact CarePages Customer Support toll-free at **1-888-852-5521**.

## CELL PHONES

Cell phones are permitted only in designated areas, which includes the hospital lobby at each campus and outside the hospital buildings. Please do not use your cell phone in patient areas and other areas where posted, as it may interfere with medical equipment.

## CHAPEL AND MEDITATION ROOM

UPMC Horizon provides a chapel at the Greenville campus and a meditation room at the Shenango Valley campus for use at any time for the spiritual needs of patients, families, and visitors.

The chapel is located on the first floor of the Greenville campus, near the Outpatient Center. The meditation room is located at the end of the main hallway on the first floor at the Shenango Valley campus, near the cafeteria.

## E-CARDS

If you can't visit your loved one in the hospital, you can still show you care. Just send an E-Card. It's easy to do and free.

An E-Card is an electronic greeting card that you can personalize for your loved one who is staying at a UPMC hospital.

To get started, log on to <http://ecards.upmc.com>. Once you create an E-Card, a staff member will print it out in color and hand deliver it to your loved one's room at no cost to you.

## FIRE DRILLS

As a hospital, we are required to conduct fire drills, which may be announced before they begin. The switchboard operator will announce when the drill is completed. The switchboard operator also announces fire alarm tests. Please cooperate with the nursing personnel when they are participating in such drills. Doing so will assure the safety of all patients if a fire should occur.

## FLOWERS, PACKAGES, MAIL

Local florists deliver flowers at least once a day, except on holidays, when deliveries will be made at the convenience of the florists. Florists deliver to the switchboard at the Greenville campus and the front desk at the Shenango Valley campus. Fresh flowers also are available in both gift shops. Flowers are not permitted in the Critical Care units and, in some cases, isolation rooms.

Letters and packages for patients are delivered to rooms daily. A mailbox for outgoing mail is located at the lobby entrances for the convenience of your family and friends.

## GIFT SHOPS

The Sunny Horizons Gift Shop at the Greenville campus and the Hospitality Shop at the Shenango Valley campus are staffed by hospital employees and volunteers and are operated by the UPMC Horizon Greenville Auxiliary and the UPMC Horizon Shenango Auxiliary, respectively. Auxiliary members and volunteers are ready to serve you and your visitors with gifts, snacks, and other necessary items. Proceeds from the gift shops are given to the hospital for equipment and services to benefit patients.

### Shenango Valley Campus

Monday through Friday, 9 a.m. to 8 p.m.

Saturday and Sunday, 12:30 to 4:30 p.m.

### Greenville Campus

Monday through Saturday, 9:30 a.m. to 8 p.m.

Sunday, 1 to 5 p.m.

## MEALS AND REFRESHMENTS

Visitors may purchase meals in the cafeterias at either campus during designated meal times, which are as follows:

**Breakfast — 7 to 10:30 a.m.**

**Lunch — 11 a.m. to 1:30 p.m.**

**Dinner — 5 to 7 p.m.**

Visitors also may purchase sandwiches, soup, beverages, and other items at the snack bars located inside the Sunny Horizons Gift Shop at the Greenville campus and the Hospitality Shop at the Shenango Valley campus. Candy and other snack food items, as well as cold beverages, also are available in the shops.

Vending machines are located across from the Outpatient Center and in the cafeteria at the Greenville campus, behind the Emergency Department at the Shenango Valley campus, and in other waiting areas.

## NOTARY PUBLIC

Notary public services are available to you and your family by appointment at both the Shenango Valley and Greenville campuses. If you are in need of notary public services, ask your nurse or dial “0” to ask the operator.

## NUTRITIONAL SERVICES

The Nutritional Services Department serves you nutritional meals prepared in accordance with your physician’s instructions. Every attempt is made to satisfy your food preferences or religious dietary needs. Guest trays are available for purchase at all meals.

Meals are served during the following times:

**Breakfast — 7 to 10:30 a.m.**

**Lunch — 11 a.m. to 1:30 p.m.**

**Dinner — 5 to 7 p.m.**

Questions about meals should be directed to **ext. 6206** for the Greenville campus or **ext. 7172** for the Shenango Valley campus.

## ONCOLOGY PATIENT CARE FUND

The Oncology Patient Care Fund at UPMC Horizon was established to provide emotional comfort and financial support for our oncology patients and their families, as well as to support national cancer research and educational organizations. The fund, administered by a team of UPMC Horizon staff members, has brightened the lives of patients and their families in a variety of ways, including supplying gas cards for patients who have to travel for their treatment, gift certificates, lift chairs, and get-away packages, to name a few. The goal of the fund is to improve the health and well-being of cancer patients and their families. For more information about the Oncology Patient Care Fund, call the Cancer Registry at **ext. 6671**.

## ORGAN DONATION

UPMC Horizon participates in an automatic organ donation referral program with the Center for Organ Recovery and Education (CORE), which is located in Pittsburgh. Any death that occurs at UPMC Horizon is reported to CORE, which then determines if there is potential for organ or tissue donation. If there is potential, a CORE representative or UPMC Horizon designee will contact the family to discuss their wishes about donation. Please see your admission packet for more information about CORE.

## PARKING

Free parking is available to patients and visitors at both the Greenville and Shenango Valley campuses.

### Greenville campus

Visitor parking is available in the west parking lot on North Main Street, west of the designated Outpatient Center parking lot. Parking also is available in the lower east lot at the rear of the hospital, off Leech Road, from 6 a.m. to 8:30 p.m. every day.

Visitors should use the west parking lot from 8:30 p.m. to 6 a.m. and enter through the Emergency Department. Please use the main lobby entrance during all other hours.

### Shenango Valley campus

The visitor parking lot is located in the front of the hospital. Please enter through the main lobby from 6 a.m. to 8:30 p.m. and through the Emergency Department from 8:30 p.m. to 6 a.m.

Upon request, Security provides evening escort service from the hospital to the parking lots. To request an escort, dial “0” for the operator and ask for Security.

If you have any questions about parking, call **ext. 6268** for the Greenville campus or **ext. 8733** for the Shenango Valley campus.

## PASTORAL CARE

Pastoral care services are available to minister to your emotional and spiritual needs. You may request a visit from the clergy of your choice. If arrangements for a pastoral visit were not discussed during your admission process, please ask your nurse for assistance in requesting a visit.

You may choose to use pastoral care services if you:

- feel anxious about your condition
- are anticipating surgery
- receive upsetting news
- are facing a difficult decision
- are grieving over a loss
- have a religious question
- are struggling with the meaning of your illness
- want someone to pray with you

If you do not have a local clergy person, or if one is not available, the hospital chaplain may be able to assist you. If you would like to speak to the chaplain, call the hospital switchboard by dialing “0” on your hospital phone.

## PATIENT ADVOCATE

The goal of our staff is to provide you with the best medical care available in a concerned and compassionate manner. Each employee plays a key role in this ongoing effort. To this end, we make every effort to resolve any problems you may encounter while in our care. Any questions or concerns you may have should be discussed with staff directly involved in your care.

However, if you encounter a problem that you feel has not been resolved by our staff, please feel free to dial **ext. 6240** from your bedside telephone. This will put you in contact with the patient advocate during business hours or voice mail after hours. The patient advocate reviews all messages and will be in contact with you either during your hospital stay or at your home, should you be discharged the next day.

This program is one more approach to ensure you receive the utmost consideration, prompt service, and personalized patient care during your stay with us.

## **PATIENT EDUCATION**

A variety of education programs on topics such as diabetes, hypertension, and asthma are available to patients at the hospital and to residents in the surrounding community.

Many support groups for a variety of diseases, conditions, and situations meet monthly to share experiences and information and to provide guidance for participants. Participation is free. For more information, call **ext. 6675**.

## **PATIENT SAFETY**

The hospital is a smoke-free campus. The use of smoking materials by patients, visitors, and employees is prohibited throughout all hospital buildings and hospital grounds.

UPMC Horizon strives to provide quality, patient-centered care in a safe environment. If at any time you feel uncomfortable with your treatment or care, please let us know. Speak up if we do not:

- introduce ourselves and make sure our identification badges are visible
- clean our hands before any procedure
- check your identification band and/or chart before administering medication or performing a procedure
- explain the care and medications you receive
- stop a treatment if it doesn't seem quite right

If you have any questions or suggestions about patient safety, please contact the patient safety officer at **ext. 6349**.

## **PERSONAL ITEMS AND VALUABLES**

UPMC Horizon is not responsible for any valuables brought to the hospital or personal items including clothing, dentures, eyeglasses, and hearing aids. Large amounts of money, expensive jewelry, and other valuables should be left at home.

Eyeglasses and hearing aids should be stored in a drawer when not in use. Please store dentures in the denture cup provided, not in a drinking cup or on a meal tray, to avoid having them inadvertently thrown away.

Use of private electrical equipment, including radios, hair dryers, or electric razors, is discouraged. If you do bring any electrical equipment with you, please ask your nurse to arrange for hospital safety and maintenance personnel to inspect it.

## **PHARMACY SERVICES**

A clinical pharmacist is on staff to work closely with your physician to provide the most appropriate therapy for your condition. The pharmacy staff reviews all medications prescribed by your doctor for accuracy and drug interactions. A personal review of your medications prior to your discharge is available upon written request of your physician.

## **SAFETY AND SECURITY**

The Security Department is responsible for protecting the safety, health, and welfare of patients, visitors, and staff. Security officers provide 24-hour coverage through surveillance, visitor control, parking regulation, and escort services for visitors and staff. If you have a safety concern, talk to your nurse or dial "0" for the hospital switchboard.

Never hesitate to call your nurse if you need attention or help of any kind at any hour of the day or night. Your nurse is ready to attend to you at all times. You may summon help at any time by pressing the call button clipped to your bed.

For your safety, we request you have a member of the nursing staff assist you when getting in and out of bed and when walking in your room or hallway. The nursing staff will tell you if you are permitted to do these activities by yourself.

## TELEPHONE AND TELEVISION

### Telephones

Pay telephones are available in the main lobby, the Critical Care Unit lounge, and in the Emergency Department waiting rooms.

**Cell phone use is permitted only in the lobbies and outside the hospital buildings.**

Bedside telephone service is available at no charge for local calls. Phone service in patient rooms is available during the following hours:

**Maternity — 6 a.m. to 9 p.m.**

**All other units — 6 a.m. to 10 p.m.**

The telephone service provided by the hospital allows you to have your own private phone. Local calls may be made by dialing “9,” followed by the 10-digit phone number. For long distance calls, dial “30,” the area code, and the seven-digit number for connection with the long distance operator. Do not dial “1” before the area code.

Long distance calls cannot be charged to the hospital. You may charge toll calls to your home telephone, or to your credit card or calling card. Or you may call collect.

To report telephone trouble, dial “0” for the hospital switchboard.

### Television

Television service is provided by the hospital at no charge. The speaker is set at a low volume so other patients will not be disturbed. Please be considerate of other patients by turning off your set by 11:30 p.m. Any problems with your television or speakers should be reported to the nursing staff. Privately owned televisions are not permitted in the hospital.

## AUDIOVISUAL EQUIPMENT

Unauthorized use of audiovisual equipment, including cameras, video cameras, tape recorders, and camera phones is strictly prohibited. Family members and friends visiting a patient may use this equipment only with the permission of the patient or designee according to hospital policy.

## VISITING HOURS

General visiting hours at UPMC Horizon are as follows:

### Private Rooms

10 a.m. to 8 p.m.

### Semi-Private Rooms

10 a.m. to 8 p.m.

### Pediatrics

10 a.m. to 8 p.m.

Parents may visit at any time.

### The Birth Place

Fathers may visit at any time. Siblings of any age may visit from 10 a.m. to 8 p.m. Adult visitors and children age 5 and older may visit from 10 a.m. to 8 p.m.

### Critical Care Units

10 a.m. to 8 p.m.

## VISITATION GUIDELINES

In general, to promote rest and to ensure the safety and privacy of our patients, we ask that each patient have no more than two visitors at any one time. Visitors are also asked to be considerate of other patients when it is necessary to provide patient privacy during care and procedures.

Visiting regulations may be modified in terms of hours and/or number of visitors by individual request and approval of the unit manager or shift supervisor, such as in the case of a critically ill patient, or family and friends who cannot visit during regular visiting hours. Special arrangements can also be made with the nursing staff for visits from children younger than 5 years of age.

Members of the immediate family may visit prior to scheduled visiting hours on the day of surgery. Visitors and family of patients going to surgery may wait in the designated lounge or waiting room.

Overnight visitor permission is granted on a case-by-case basis and is generally limited to one family member. Families may contact the unit manager or shift supervisor to request overnight visitation.

Please consult the *Guide for Patients and Families*, located at each bedside, for information on local accommodations and restaurants.

## VOLUNTEER SERVICES

Our dedicated volunteers offer their time and talent to help our patients, visitors, and staff in nearly every department of the hospital. The Volunteer Services Department coordinates the services provided by these caring individuals. For more information about volunteer opportunities, call **ext. 6675** at the Greenville campus or **ext. 7505** at the Shenango Valley campus.

## YOUR RIGHTS AS A PATIENT

Thank you for choosing UPMC Horizon to provide your medical care. The board of trustees, medical staff, administration, and employees fully support and subscribe to a Patient Bill of Rights with the expectation that observance of these rights will contribute to more effective patient care and greater satisfaction for the patient, his physician, and the hospital organization. Please see your admission packet for the most current Patient Bill of Rights information.

UPMC prides itself on providing quality care to patients. All UPMC hospitals are accredited by the Joint Commission (formerly called Joint Commission on Accreditation of Healthcare Organizations, or JCAHO). If the patient believes his or her concerns about care or safety have not been addressed by the hospital, the patient also may contact the Joint Commission's Office of Quality Monitoring by phone at **1-800-994-6610** or by e-mail at [complaint@jointcommission.org](mailto:complaint@jointcommission.org).

## UPMC HORIZON COMMUNITY HEALTH FOUNDATION

The UPMC Horizon Community Health Foundation is dedicated to improving the health of the communities served by UPMC Horizon. Its mission is to contribute to an improved quality of life in UPMC Horizon's service area through sponsorship of programs that provide improved access to health care for area residents; promote improved health and wellness; identify, call attention to, and address unmet human service needs; and promote cooperation among area health and human service organizations. For information or to make a donation to the UPMC Horizon Community Health Foundation, call **ext. 7159**.

## SUGGESTIONS

If you have any suggestions for improving the content of this publication, contact our Public Relations Department at **724-983-5782**.