A Guide to Your Hospital Stay

UPMC Passavant
TV Channel Listing - McCandless Campus

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Dear Patient:

Welcome to UPMC Passavant and thank you for choosing one of our campuses to provide your health care services. UPMC Passavant is a destination hospital where patients choose to come for care, where physicians want to practice and where employees want to work. I assure you that our physicians and staff members are committed to making your stay as comfortable as possible.

This patient education booklet is yours to keep with you during your hospital stay and to take home with you. It includes a wide range of helpful information about both of our hospital campuses.

Once you are discharged from the hospital, you may receive a survey in the mail which will ask you for your feedback during your stay. I would like to personally request your completion of this survey so that we may obtain your input about the services that we provided to you. Your feedback is very important in our efforts to improve upon the patient experience.

While your hospital stay is an important part of your recovery, the care you receive after discharge is equally important. Your healthcare team is prepared to assist you and your family in meeting your specific needs so that you may continue to recover after you leave our facility.

UPMC Passavant is dedicated to serving the communities of north Pittsburgh where the genuine care and comfort of our customers is our highest mission. We are proud of our staff and the services that we offer. Our goal is to provide the highest quality patient care services.

On behalf of our entire staff, thank you for choosing UPMC Passavant.

Sincerely,

David T. Martin
President
Communication Needs

**Condition H (Help) — Dial 111**
To protect the safety of our patients in the hospital, UPMC Passavant has implemented Condition H (Help). It provides a way for the patient or family to speak up for the patient’s safety. It is a resource to call in an emergency or when the patient cannot get the attention of the health care team. You may call Condition H about a noticeable change in the patient’s condition that the health care team does not recognize. You may call Condition H about a breakdown in how care is given or confusion over what care is needed.

Dial 111 from any hospital phone to access Condition H. The call initiates an immediate response to the patient’s bedside.

**Call Button**
At your bedside is a device with a button that calls your nurse. Press this button when you need assistance. Also on the device are buttons to operate your over-bed lights and your TV. Please ask your nurse if you need help to operate this device.

Adaptive call button devices are available upon request. Please ask your nurse if you need one of these devices.

**Telephone — TTY**
In your patient room are directions for how to use your hospital phone. There is no charge for local calls to 412 or 724 area codes. If you need to make a long distance phone call you may either place a collect call or use a Prepaid Phone Card.

For our hearing-impaired patients, a TTY phone and other hearing assistance devices are available. Please inform your nurse or the unit director TTY should you require these devices.

**Interpretive Services**
Foreign language and American Sign Language services are available. Please ask your nurse how to arrange for these services.

**Cell Phones and Wireless**
Please read and follow all signs posted in the hospital about restrictions on the use of cell phones, wireless computers, and other wireless devices that transmit radio signals. Restrictions may exist in hospital areas such as the Operating Rooms, Intensive Care Unit, Telemetry Unit, and Radiology Imaging Rooms. Do not use cell phones or any wireless device within 6 feet of medical equipment in patient care areas.
**Bank Machine**
A PNC bank machine is available in the main lobby, first floor, across from the registration desk.

**Billing and Financial Counseling**

**Admitting Office**
We will bill your claim and make every effort to collect payment from your insurance carrier. However, you are ultimately responsible for payment. If you were not able to present your insurance cards and required claim forms when admitted to the hospital, please arrange to have this information provided to the Admissions Department within 24 hours.
Dial 412-358-3788, Monday through Friday, 7:30 a.m. to 5 p.m.

**Itemized Statement**
Upon your request, UPMC Passavant will provide one free itemized statement of hospital charges. Dial 412-432-5500 or 1-800-854-1745, Monday through Friday, 8:30 a.m. to 5 p.m.

**Non-covered Services**
At the time of your discharge, payment in full is due for all your non-covered services. These may include some medical services, private room difference, guest trays, co-insurance, deductibles, out-of-pocket expenses, and other possible charges.

**Uninsured or Underinsured**
If you have a problem and cannot pay your hospital bill, please call Admitting Office to make other arrangements to pay. Financial Counseling can assist patients who are eligible to apply for government insurance programs.

**McCandless:**
Dial 412-358-3704, Monday through Friday, 8:30 a.m. to 5 p.m.

**Cranberry:**
Dial 724-772-5502, Monday through Friday, 8:30 a.m. to 5 p.m.

**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.

**Chapel, Healing Garden, and Meditation Room**
The Chapel is on the hospital’s first floor McCandless Campus, near Professional Building 9102. The Chapel is open 24 hours a day. A Healing Garden is located near the Chapel.
Your own minister, priest, or rabbi is welcome. A Catholic Sister is assigned by the Roman Catholic Diocese of Pittsburgh to minister to Roman Catholic patients. Upon request, we will notify your own clergy. Dial 412-367-6707.

**Concierge Services**

**McCandless:**
Located in the hospital’s Main Lobby, the Concierge Service may help you with listings of local restaurants, hotels, shopping in the area, local church schedules, driving directions, dry cleaning needs, stamps, notary services, and transportation information. The Concierge Service is available to patients and their families.
Dial 412-367-5419 Monday through Friday, 8:30 a.m. to 3:30 p.m.
After hours: For urgent, non-medical needs, such as lodging or meals, contact any staff member.
Valet parking is available during peak hours at the hospital’s Main Entrance and the Medical Professional Building for a $2 charge.

**Cranberry:**
For the Cranberry Campus concierge, dial 724-772-5488, Monday through Friday, 6:30 a.m. to 6:30 p.m.; Saturday 7:30 a.m. to 3 p.m.; Sunday 10 a.m. to 2 p.m.
Meals and Guest Services

**Courteous Page - McCandless Only**

Courteous Page allows you to move about the hospital and signals you when to return to the patient care area for a status report. Courtesy Page is available in many departments.

**Food Services**

**Cafeteria**
The Cafeteria is on the hospital’s ground floor. Offerings include daily specialty items, a pasta and pizza station, “lite” fare, soup-and-salad bar, deli sandwiches, and full grill. Dial 4040 from any hospital phone for the daily menu.

- Lunch: 11 a.m. to 2 p.m.
- Dinner: 4:30 to 7 p.m.
- Weekends and holidays: 11:30 a.m. to 7 p.m.

**Coffee Shoppe**
The Coffee Shoppe is on the hospital’s first floor, near the Main Entrance. The menu features a full breakfast menu, salads, sandwiches, and grilled items.

- Monday through Friday: 6 a.m. to 4:30 p.m.
- Saturday and Sunday: 6:30 a.m. to 1:30 p.m.
- Holidays: hours vary

**Gift Shop - McCandless**
The Gift Shop, located on the hospital’s first floor, has a variety of giftware, fresh flowers, cards, magazines, disposable cameras, and personal items.

- Monday through Friday: 9 a.m. to 8 p.m.
- Saturday and Sunday: 11 a.m. to 4 p.m.
- Holidays: closed

**Main Information Desk**
Staff at the Information Desk located at the Main Entrance can give you directions and assist you with any special needs.

- McCandless: 412-367-6520
- Cranberry: 412-772-5488

**Internet Service / Wireless**
It is easier than ever to get connected to the Internet at UPMC Passavant. UPMC Passavant provides free wireless network access for patients and visitors on all campuses. This includes all areas of both UPMC Passavant Campuses including the main hospital, physician office buildings. It’s simple to log-on while in a UPMC Wi-Fi hotspot. Open “Network Connections” on your laptop or computer device and connect to GIA (short for “Guest Internet Access”). Once you have accessed the GIA you will be asked to provide an email address to verify that you have read and accepted the Acceptable Use Policy.

UPMC Passavant visitors may also access the Internet from the workstations on the 4th, 5th, 6th floor Pavilion waiting areas.

**Medical Library - McCandless**
The Medical Library is on the hospital’s first floor, near Physical Therapy. The library’s resources range from a book collection that includes easy-to-read books and Internet access to the latest medical research. Hours are Monday through Friday, 8:30 a.m. to 4 p.m. Dial 412-367-6320.

**Public Restrooms**
Restrooms are located near the first floor Main Entrance, Physical Therapy and Imaging entrance, Central Registration area, nursing units, and Emergency Department.

**Public Safety**

**Valuables**
The Public Safety Department strongly advises patients to leave all their valuables at home or give them to a family member for safekeeping. If that is not possible, please tell your nurse that you want your items placed in the cashier’s safe until your family retrieves them. The hospital cannot be responsible for lost items.

**Escort Service**
Escort services are available to walk you to your car after hours. If you want an escort, please ask your nurse to contact Public Safety to arrange this service.

**Parking Lot Phones**
If you need assistance, parking lots at UPMC Passavant have emergency phones.
Defibrillators
Automatic external defibrillators (AEDs) are mounted on walls throughout the hospital buildings for use by trained personnel in case of an emergency.

Fire Alarms
When a fire alarm sounds, visitors should follow these guidelines:
• Visitors should remain in the patient room or waiting area where they are and wait for instructions.
• Visitors should not use elevators to exit the building.
• Visitors should follow the “Exit” signs to the stairwells and the exits on the first floor.

Room Service
At Your Request – Dial 123 - McCandless
“At Your Request” is a new concept in patient meal services. At Your Request gives our patients more flexibility, providing them a higher level of care. Patients may order meals when they feel like eating. Simply open the At Your Request menu provided, and then call in your order. Dial 123. Your tray will be delivered within 45 minutes. At Your Request is available from 7 a.m. to 7 p.m.
Patients may order up to three meals in advance. Family members may take the At Your Request menu home and place orders by dialing the number on the menu.

Guest Trays – McCandless
Guest trays are available to visitors for a cost of $6.95. Visitors may purchase receipts for guest trays in the Cafeteria or the Coffee Shoppe before they place an order through At Your Request.

“SingSpiration”
If you love music and find that it gives you comfort and strength, a bedside hymn could be just the thing for you. To request a bedside hymn, call Volunteer Services. A volunteer singer will honor your request as soon as possible. Dial 412-367-6581.

Smoke-Free Campus
To protect our patients, visitors, and staff from the harmful effects of second-hand smoke, smoking is not permitted anywhere on UPMC property. All UPMC hospitals, facilities, and grounds, including parking lots, garages, and other outdoor locations such as UPMC-owned sidewalks, are smoke-free as of July 1, 2007. UPMC has no designated smoking areas. If you choose to smoke, you cannot do so on the UPMC campus. A patient who smokes does so against our advice and assumes the risk for any consequences. For information about smoking and how to quit, access the patient education materials on UPMC’s website at http://patienteducation.upmc.com (select Smoking).

Visitor Guidelines
Although the hospital permits patients to receive visitors at any time, visiting hours can be altered based on any individual patient’s condition, and may be terminated at the discretion of the medical and/or nursing personnel.

Patients Visiting After Normal Business Hours
• Visitors can enter Passavant McCandless at the Hospital Main Entrance vestibule and contact security with the emergency telephone. Visitors can enter Passavant Cranberry at the Emergency Department Entrance checking in at the Security Office.
• Visitors will present identification and provide the name of the patient that they want to visit. The security officer will verify with the clinical staff that this individual can visit the patient and will provide the visitors the necessary directions to the unit.
• UPMC Passavant follows an open visitation policy; however, patient and staff safety may require security to limit or deny individuals’ access to the Hospital.
Meals and Guest Services

Visitor Code of Conduct
UPMC Passavant guidelines for visitors are as follows:

To promote rest and healing it is recommended that visitors be limited to two at a time, and keep the visit as short as possible.

UPMC Passavant asks that visitors be polite.

• Respect the privacy of all other patients.
• Keep voices low.
• Keep televisions, radios and music from getting too loud.
• Wear appropriate attire, including shoes and shirts
• Cell phones may be used anywhere in the hospital but should be kept on “vibrate” mode to reduce noise.

To prevent infection

• People who are coughing, sneezing or ill should not visit the patients.
• Visitors are asked to cover coughs or sneezes with their arm.
• All visitors should sanitize their hands upon entering and upon leaving patient rooms.
• When isolation is called for, visitors must take all isolation precautions as the physician and/or nurse direct, and as described on the isolation bins on the front of the patient room door. (Airborne Isolation?)

Visitors are asked to use the public restrooms rather than the patient restrooms when necessary unless the patient gives consent.

If for any reason visiting cannot take place (i.e.: patient to be visited receiving medical treatments, medical emergency, etc.) visitors are encouraged to wait in any family lounge within the hospital.

Consideration for Patients
Visitors should respect the confidentiality and dignity of other patients. When an isolation sign is posted at a patient’s room, visitors should check with the nurse for special instructions before entering the room. Visitors are asked not to use patient bathrooms. Public restrooms are located on each floor. Visitors will be asked to leave the hospital if they appear to be intoxicated, harmful, or disruptive to patients, staff, or other visitors.

Special Interests
Passavant Hospital Foundation
Passavant Hospital Foundation strives to sustain its mission to make UPMC Passavant a leader in accessible, quality health care. We welcome gifts and bequests of any kind, regardless of size, to further its mission at UPMC Passavant. Dial 412-367-6640 or visit www.passavanthospitalfoundation.org.

Volunteer and Auxiliary Services
Our volunteers make valuable contributions to our operations. They are important members of the UPMC Passavant team. Whether for a few hours or a whole day, adult and teenage volunteers are needed in many areas. Join the volunteer team, and make some new friends along the way. Dial 412-367-6581.
**Patient Bill of Rights**

At UPMC, service to our patients and their families or representatives is our top priority. We are committed to making the hospital stay or outpatient service as pleasant as possible. We have adopted the following Patient Bill of Rights to protect the interests and promote the well-being of those we serve.

If our patient is a child, then the child’s parent, guardian, or other legally authorized responsible person may exercise the child’s rights on his or her behalf. Similarly, if the patient is declared incapacitated, cannot understand a proposed treatment or procedure, or cannot communicate his or her wishes about treatment, then the patient’s guardian, next of kin, or other legally authorized responsible person may exercise the patient’s rights on his or her behalf.

The following rights are intended to serve the patient, his or her family and/or representatives or legal guardian and we will promote and protect these rights with respect to applicable UPMC policy, law, and regulation. As an individual receiving service at UPMC you have a right to be informed of your rights at the earliest possible moment in the course of your care, treatment or service and to exercise your rights as our partner in care.

**For your plan of care, you have a right:**
- To participate in the development and implementation of your plan of care, including pain management and discharge planning;
- To make informed decisions regarding your care, treatment, or services, by being:
  - informed in language or terms you can understand;
  - fully informed about your health status, diagnosis, and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable to give this information to you, it will be given to your representative or other appropriate person;
- involved in care planning and treatment;
- informed about the outcomes of care, treatment or services that you need in order to participate in current and future health care decisions;
- able to have your representative act on your behalf when necessary or desired by you;
- informed by your physician and making your decision if you will give or withhold your informed consent before your physician starts any procedure or treatment with you, unless it is an emergency;
- able to make an advance directive and to have facility clinical staff and practitioners comply with these directives during your care;
- assured that a family member or a representative and your physician are notified as promptly as possible if you are admitted to a hospital unless you request that this is not done;
- able to request treatment. This does not mean that you can demand treatment or services that are medically unnecessary or inappropriate;
- able to refuse any drugs, treatments, or procedures offered by the facility, to the extent permitted by law, and physician shall inform you of medical consequences of this refusal.

**For your privacy, respect, dignity, and comfort, you have a right:**
- to personal privacy, including:
  - during personal hygiene activities, treatments or examinations;
  - sharing your personal information only with your consent unless otherwise permitted or required by law;
  - deciding if you want or do not want involvement of your family in your care;
  - during clinical discussions between you and your treatment team members;
Patient Rights and Responsibilities

- to choose who you would like to have as a visitor;
- to give or withhold consent for the facility to produce or use recordings, films, or other images of you for purposes other than your care.

Regarding our staff and environment, you have a right:
- to receive respectful care given by competent personnel in a setting that:
  - is safe and promotes your dignity, positive self image, and comfort;
  - accommodates religious and other spiritual services;
  - is free from all forms of abuse, exploitation or harassment, or neglect;
  - will assure that you will be free from restraint or seclusion, of any form, imposed as a means of coercion, discipline, convenience, or retaliation by staff;
- provides services without discrimination based upon race, color, age, ethnicity, ancestry, religion, sex, sexual orientation, national origin, source of payment, or marital, familial, veteran, or disability status;
- gives you, upon request, the names and information as to the function of your attending physician, all other physicians directly participating in your care, and of other health care personnel, having direct contact with you.

Regarding your personal health information, you have the right to appropriate management of your personal health information as set forth in our Notice of Privacy Practices.

Regarding research and donor programs, you (or your legally responsible party if you are unable) have a right to be advised when a physician is considering you as a part of a medical care research program or donor program. You must give informed consent before actual participation in such a program and may refuse to continue in such program to which you previously gave informed consent. A decision to withdraw your consent for participation in a research study will have no effect on your current or future medical care at a UPMC hospital or affiliated health care provider or your current or future relationship with a health care insurance provider.

Regarding other health care services, you have a right:
- to emergency procedures to be implemented without unnecessary delay;
- to appropriate assessment and management of pain;
- to be transferred (when medically permissible) to another facility after you or your representative have received complete information and an explanation concerning the needs for and alternatives to such transfer. The institution to which you are to be transferred must accept you for transfer;
- to be assisted in obtaining consultation with another physician at your request and own expense.

Regarding quality, support, and advocacy, you have the right:
- to be informed of how to make a complaint or grievance;
- to quality care and high professional standards that continually are maintained and reviewed;
- to have the facility implement good management techniques that consider the effective use of your time and avoid your personal discomfort;
- to know which facility rules and regulations apply to your conduct as well as to the conduct of family and visitors;
- to access to an interpreter on a reasonable basis;
- to access to an individual or agency that is authorized to act on your behalf to assert or protect your rights;
- to examine and receive a detailed explanation of your bill;
Patient Rights and Responsibilities

• to full information and counseling on the availability of known financial resources for your health care;
• to expect that the facility will provide you information about your continuing health care needs at the time of your discharge and the means for meeting those needs.

Patient Responsibilities
The health care providers of UPMC are committed to working with patients to deliver excellent patient care. UPMC asks that patients work with them to meet the goals related to care and treatment. Patients are asked to assume the following responsibilities:

1. Provide a complete health history.
Provide information about past illnesses, hospital stays and outpatient services, medicines and supplements, the names of your doctors, and other matters related to your health history.
Please tell us about condition that might cause you to require different treatment or additional help such as allergies or a healing problem.

2. Participate in your treatment and services.
Cooperate with our staff. Ask questions if you do not understand directions or procedures. You are responsible for your actions if you refuse treatments or don’t follow treatment directions. You will achieve the best outcome if you work together with your treatment team to develop a care plan for your time in the hospital, after you leave, or during your outpatient services.

3. Communicate with our staff.
Let your team members know about any changes in your symptoms or conditions. If you already have an Advance Directive, Durable Power of Attorney (POA), Living Will, or organ/tissue donation, please provide us with a copy.
We encourage you to ask questions and to be an active member of your care team. Please be sure your doctor knows what side or site of your body will be treated or operated on before any procedure. We encourage you to insist staff cleanse their hands before treating you. Please ask our staff to identify themselves before treating you, and remind then to check your identification before treatments or medicines given. Let our staff know if you have any questions or problems or if anything upsets or concerns you. Contact your service location Director or the Patient Relations Representative/Advocate immediately if you have concerns so that we can assist you.

4. Appoint a health care representative.
UPMC encourages all patients to appoint a health care representative to serve as a medical decision-maker. This should be someone from your family or support network who can make decisions for you if you become unable to do so. If you do not appoint a health care representative and become unable to appoint one, UPMC will select one for you in accordance with Pennsylvania law. UPMC staff are available to help patients and their families appoint health care representatives and establish a Power of Attorney for Medical Decision-Making.

5. Comply with your doctor’s or doctors’ medication treatment plan for this hospital stay or encounter.
Provide a complete list of medications, (prescribed, over the counter, or otherwise) that you are taking. Refrain from using illicit drugs or any medication or supplement not ordered by your doctor during this hospital stay or outpatient encounter. Do not take drugs without the knowledge and approval of UPMC staff. These may complicate your care and interfere with the healing process. UPMC reserves the right to search patient rooms and belongings and to remove medications or supplements not prescribed by your doctor, as well as weapons, or illegal substance or other items considered unsafe for the care environment.

6. Comply with UPMC’s smoke-free policy.
UPMC maintains a smoke-free environment to protect the health of patients, visitors, and
Patient Rights and Responsibilities

staff. Smoking is not permitted on any UPMC property, including buildings, parking lots, and parking garages. You may not smoke in vehicles while on UPMC property. UPMC can provide you with information and strategies to help you quit smoking. If interested, please contact your nurse or team member.

7. Comply with visitation policies. Our service locations have visitation policies to ensure a safe, comfortable, and quiet environment for our patients. You are expected to comply with each service location’s policy and can obtain a copy of it from your nurse or team member.

8. Be courteous to patients and staff. UPMC strives to maintain an atmosphere that promotes healing. You and your visitors are expected to be considerate of other patients and staff members, control your noise level, limit the number of visitors in your room, manage the behavior of your visitors and your visitor’s noise level, and respect UPMC property. Your visitors are expected to comply with all service location policies, including isolation policies. Failure to comply may result in being asked to leave. UPMC does not tolerate threatening or harassing behavior nor illegal activity.

9. Accept your room assignments. UPMC manages the hospital environment for the good of all our patients. We may move you to another room or another unit based on your needs and the needs of our patients. You are responsible to cooperate with all room assignments. We cannot guarantee a private room to any patient.

10. Accept your physician, nurse, clinician, and other caregiver assignments. If you have a concern about a caregiver, please notify your service facility Director or Patient Relations Representative/Advocate. We will review your concern within the appropriate department and make any necessary reassignments.

11. Protect your belongings. You are responsible for the safety of your belongings during your hospital stay or outpatient encounter. UPMC is not responsible for any lost or stolen patient belongings. We encourage you to send valuables and medications home or to store them with hospital Security if you are admitted to the hospital.

12. Arrange transportation home. You are responsible to arrange your own transportation home from the hospital and may be responsible to pay some or all of the costs related to your transportation, unless other arrangements have been made with you. We will arrange transportation for you if you are transferred to another facility or have medical needs for special transportation. These services may or may not be paid for by your insurance depending on your coverage and clinical circumstances.

13. Make payments for services. You are responsible for payment of all services provided to you by UPMC. Payments may be made through third-party payers (such as your insurance company), by self-payment, or by making other payment arrangements for services not covered by insurance. Financial assistance may be available for those who qualify. UPMC will not withhold or delay emergency medical screening or stabilizing treatment that is provided pursuant to EMTALA.

14. Keep your appointments. You are responsible to make and keep your outpatient appointments. Your services have been planned with you to maximize your health and wellness by following up on your health care needs including periodic screening, assessment, and treatment. We ask that you respect the appointments that have been scheduled for you and notify us as soon as possible, if for some reason you are unable to keep a scheduled appointment. Please plan with us in advance of situations that may cause you to have difficulty in keeping an appointment.
Complaints, Concerns and Questions

You and your family/guardian have the right to:

- Tell hospital staff about your concerns or complaints regarding your care. This will not affect your future care.

- Seek review of quality care concerns, coverage decisions and concerns about your discharge.

- Expect timely response to your complaint or grievance from the hospital. Complaints or grievances may be made in writing, by phone, or in person. The hospital has a duty to respond to these complaints or grievances in a manner that you can understand. To share your concerns with the hospital, please contact the hospital’s Patient Relations Department.

- The Pennsylvania Department of Health is also available to assist you with any questions or concerns about your hospital care. You can reach the Department of Health by calling (800) 254-5164 or writing:
  
  Acute and Ambulatory Care Services
  Pennsylvania Department of Health
  Room 532, Health and Welfare Building
  625 Forster Street
  Harrisburg, PA 17120

- You may also contact The Joint Commission, a hospital accreditation organization at:
  The Joint Commission –
  Office of Quality Monitoring
  One Renaissance Boulevard
  Oakbrook Terrace, IL 60181
  (800) 994-6610 or
complaint@jointcommission.org
**Pain Control**

**Controlling Your Pain**
When your pain is under control, you eat better, sleep better, and move around more easily. Frequently, our staff will ask if you have pain and how bad it is. But you don’t have to wait to be asked. If you need help for pain control, push the nurse call button; the nurse will assist you with managing your pain.

**Tell Us About Your Pain**
Your doctors and nurses count on you to tell them how bad your pain is. We cannot measure pain with a test. Only you can tell us how bad your pain is. We will ask you to rate your pain based on the pain scale below.

Please tell your doctor or nurse about:
- pain that is not relieved
- stomach ache
- nausea or vomiting
- constipation
- itching

**Pain Medicine and Safety**
Pain medicines are safe and helpful when given by doctors and nurses. Some people worry about becoming addicted to the drugs they take for pain. It is rare for addiction to occur when these medicines are used for the relief of pain.

**Other Methods of Pain Relief**
Talk to your doctor or nurse if you are concerned about addiction. We may use other methods besides pain medicines to help control your pain. Some of the methods that may be used are listed below:
- putting heat or cold on the painful area
- mild electric stimulation on the nerves
- physical therapy
- massage therapy
- occupational therapy
- relaxation techniques (for example, deep breathing, listening to quiet music, or watching your favorite TV show)

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11
Health Care Team

Staff Members

You will receive care from many staff on the health care team during your hospital stay. Following is a list of various staff members who may assist in your care:

Care Manager: The care manager is a registered nurse who works closely with you, your doctors, and other members of the health care team to coordinate your care. The care manager is available to help you make arrangements as you progress to the next level of care in your recovery.

Consults/Specialists: Consultant physicians (specialists) use specialist medical techniques to investigate, diagnose, and treat human disorders and diseases.

Dietitian: Registered dietitians are on staff to assess and assist patients that have increased nutritional needs, compromised oral intake, or a history of nutritional problems. Dietitians are also available to educate patients and families on therapeutic diets and potential food–drug interactions.

Home Health Liaison: Many patients are in need of continued care, follow-up, and education as they continue the recovery process at home. Home health services are available and covered by most insurance plans. Your doctor may order these services for you. If so, a home health liaison will consult with you and your family and make all of the necessary arrangements before you are discharged.

Medical Records: Medical Records staff process and maintain medical records following all legal and regulatory requirements. Several different types of staff make up the Medical Records team. These include coders, who assign codes for billing and statistical purposes; atlas abstractors, who abstract clinical data to meet PHC4, Joint Commission, and Medicare requirements; medical transcriptionists, who type all dictated medical reports; and clerical staff, who process and maintain all records and release information in compliance with HIPAA regulations.

Medical Technologist: This staff member works in all areas of the clinical laboratory and performs a full range of lab tests to uncover diseases. These test results are used by the doctor to help determine medical treatment.

Nurses: Nursing staff include licensed nurses (RN and LPN) and nursing assistants. Together they provide direct care to you on the nursing units and various other departments within the hospital. Nurses, working closely with your doctor and other therapists, develop your hospital plan of care.

Occupational Therapist: This staff member focuses on helping people complete the daily activities that must be performed regardless of disability or impairment. Occupational therapists incorporate a variety of activities and exercises to develop the patient’s maximum potential. The goal is to help patients reach the highest level of independence as quickly as possible.

Pastoral Care: Along with your health care needs, we recognize your spiritual needs while in the hospital. This department helps arrange for your pastor, priest, or rabbi to visit with you. The department also provides distribution of communion to Catholic patients.

Patient Relations: The staff of Patient Relations is available to help you if you have a complaint or concern that is not being addressed by your immediate caregivers. Patient Relations is available to listen and address your identified concerns, enhance communication, and attempt resolution. Patient Relations has a strong commitment to patient satisfaction.

Patient Transport: Patient transporters escort patients to and from testing areas. A transporter also will escort patients to the front door upon discharge.

Pharmacist: The pharmacist reviews physician orders for correct dose, checks for drug interactions, provides information and drug therapy recommendations to physicians and patients, analyzes clinical patient data to ensure appropriate drug therapy, provides patient education, and assesses adverse drug reactions.
Health Care Team

Physician Primary Care Provider (PCP): Certain doctors, usually trained in family practice, general practice, pediatrics, and internal medicine, are referred to as primary care physicians.

Physical Therapist: Physical therapists and physical therapist assistants are specially trained, licensed professionals. They can help patients enhance their overall health by improving movement and function, relieving pain, and regaining or maintaining strength to restore patients to the highest quality of life possible.

Phlebotomist: The staff member collects blood samples from patients for accurate laboratory results. The phlebotomist uses accurate and positive patient identification and draws specimens in a skillful, safe, and reliable manner.

Respiratory Therapist: Also known as respiratory care practitioners. These staff members evaluate, treat, and care for patients with breathing or cardiopulmonary disorders. Some services that respiratory therapists may provide are administration of oxygen, cardiopulmonary resuscitation, management of mechanical ventilators, administration of drugs to the lungs, education, measurement of lung function, and assisting doctors with bronchoscopy.

Social Worker: The social worker acts as a liaison between the patient, family, and the health care team. A social worker can offer psychosocial assessments; support transition issues; mobilize resources, such as end-of-life and crisis counseling and intervention; and provide timely, appropriate, and individualized discharge planning.

Speech Therapist: A speech therapist evaluates and provides treatment for speech, language, voice, or swallowing difficulties of inpatients and outpatients.

X-ray Technologist: An x-ray technologist has comprehensive understanding of diagnostic x-ray imaging technology, anatomy, and physiology and uses independent judgment to aid in medical diagnosis. The x-ray technologist performs a variety of technical procedures, providing quality patient care and imaging acquisitions in a timely, cost-effective manner.
Patient Safety
UPMC Passavant is committed to patient safety. We encourage patients and their families to be involved in the patient’s care. Refer to the patient safety posters in all clinical areas. Please speak up and ask questions. Report any safety concerns you have to the hospital Patient Safety Officer. To reach the Patient Safety Officer, dial 0. We recommend that you review the Safety Tips on the following pages.

Intravenous Therapy
Intravenous (IV) therapy is the introduction of fluids, medications, nutrients, or blood into the veins. IV therapy may be needed for patients unable to take them by mouth or to replace blood or some blood components.

While you are a patient, please avoid lying on the arm that has the IV inserted in it. Also avoid using that arm for activities such as brushing your teeth, writing, or adjusting your TV set. Ask your nurse to assist you when you get out of bed — certain precautions may be needed.

When to Call Your Nurse
Please call your nurse if:

- Your arm becomes swollen or red around your IV site.
- The area around the needle feels sore or burns.
- The IV stops dripping, or the bag is empty.
- Fluid is leaking from the bag or tubing.
- Your dressing is wet around the IV site.

About Medications
As a patient, you play an important role in medication safety. Keep a list of all the medicine you take (prescribed drugs, non-prescription medicines, herbal supplements, home remedies, and medical foods). The list should include the name of each medicine, the dosage, and how often you take it. Also include any medicines that you cannot take due to allergic reactions. Update the list as often as necessary — when a prescription medicine is discontinued, when you stop taking an over-the-counter (OTC) product or supplement, or when a new medicine is added. Take the list with you to doctor visits and return hospital visits. Tell your health care provider how you actually take your medication, especially if you take it differently from the prescribed directions.

Important Questions to Ask
What is the name of the medicine?
You should know the names of all of your medicines. Inform other doctors about all your medicines — prescribed drugs, over-the-counter medicines, and herbal remedies.

What is it supposed to do?
You should ask what each of your medicines is supposed to do for you.

When and how do I take it?
You may want to ask if you should take your medicine on a full or an empty stomach or with food. Also ask if you need to take the medicine at the same time every day.

How long should I take it?
You should follow your doctor’s instructions. Serious problems may result if you do not take all of your medicine or if you take it for too long.

Will this medicine interact with my other medicines?
Before you start to take a new medicine — any prescribed or non-prescribed drug or herbal product — always ask your pharmacist if it will interact with any other medicine that you are taking.

Does this medicine contain anything that may cause an allergic reaction?
If you always use the same pharmacy, the pharmacist will become familiar with your medical history. He or she can help you to avoid allergic reactions to the drugs or to inactive ingredients in them.

Should I avoid alcohol or any foods?
Always ask this question when you are given a new prescription. Some medicines are known to interact with alcohol or food. This may
increase or decrease the effect of a medicine. In some instances, the interaction may be harmful.  

**Should I expect any side effects?**  
All medicines may cause side effects. The side effects may or may not be serious. Your pharmacist and doctor can help you understand and deal with side effects. If you have unexplained side effects, contact your doctor or pharmacist.

**What if I forget to take my medicine?**  
You should learn the answer to this question before it happens. The decision to take a missed dose depends on the drug. When you have your prescription filled, ask your pharmacist what to do if you miss a dose.  

**What should I do if I take a dose incorrectly?**  
If you think you may have taken a dose incorrectly, call your doctor immediately.  

**How should I dispose of used needles and syringes?**  
If you have needles and syringes to dispose of, contact your local disposal company for the proper procedure to follow.  

**How should I store my medicines?**  
Medicines may lose their effectiveness if not stored correctly. The medicine cabinet in the bathroom is not a good place to keep medicine because of moisture and heat. The best place to store most medicines is at room temperature and safely out of the reach of children. Your pharmacist will let you know if the medicine needs special storage, such as in a refrigerator.  

**How long can I keep medicines?**  
You should throw out any medicine that is expired or that you no longer take. Check the prescription label or an attached label for the expiration date.

**Prevent Falls in the Hospital**  
In the hospital, it is important for your safety to follow instructions, especially about being out of bed. For example, you may be asked to call the staff to assist you to get out of bed, go from a chair to bed, or walk to or from the bathroom. The nursing staff may also ask you to wear a personal alarm or use a low bed and floor mats for your safety.

Please take a good look around your room. Become aware of your surroundings. You reduce your risk for falls when you are aware of your surroundings.

**Fall Risk Factors**  
Certain factors may increase your risk for falls when you are in the hospital. Some of these factors are:

**Medicines:** Some medicines can increase your risk of falling. Talk with your doctor or nurse about possible side effects of your medicines. Some medicines can affect your mental or physical state. Medicines for pain or sleeping pills can make you feel weak and drowsy. Be very careful after you take these medicines. When getting up out of bed, sit on the side of the bed for a minute before you stand up and walk. Call for help if you feel weak or dizzy.

**Footwear:** Always wear slippers or shoes when walking. When you walk with only socks on, you increase your risk of falling. If you do not have slippers with you, please ask a staff member for a pair or have your family bring your slippers from home.

**Lighting:** Walking in the dark is dangerous. Always turn on a light before getting out of bed.

**Vision:** Be sure to wear your glasses or contact lenses. If you cannot see well, this increases your risk of a fall.

**Assistive Devices:** Canes, walkers, and crutches are devices used for extra stability. If you have been using one of these devices, please make sure to use it in the hospital. If you need help with any of these devices, please ask your nurse or physical therapist.

**Drops and Spills:** If you spill anything, or notice water or a spill on the floor, do not attempt to clean it up yourself. Bending over can make you dizzy and cause you to fall. Do not lean out of bed to pick something up off the floor. Call for help if you notice a spill or drop something.

**Diseases:** Sometimes being sick or ill can cause you to feel weak and off balance. If you get weak or dizzy, call your nurse to help you get out of bed.
**Confusion:** When in a new place, it is possible to wake up in the middle of the night and forget where you are or how the room is arranged. Patients who walk in the dark often fall. For your safety, please turn on a light, and call your nurse for assistance.

**Ask For Help:** Many falls in the hospital are preventable. When patients fall, very often it is because they did not call for assistance. It is better to be safe than sorry. If you feel unsteady on your feet, please call a staff member for help.

**Protect Yourself From Infection**

The most important thing that anyone can do to prevent the spread of germs in the hospital is proper hand hygiene. This is true for patients, staff, and visitors. Hand hygiene means to clean your hands properly. Hand hygiene can be done with soap and water or with alcohol hand sanitizer.

At the least, you should clean your hands:
- after you use the bathroom or bedpan
- after you sneeze, cough, or blow your nose
- after you touch any blood or body fluids
- before you eat

**How to Wash Your Hands**

To properly wash your hands with soap and water, follow these steps:
- Wet your hands and wrists with warm water.
- Using soap, work up a good lather. Scrub your hands for at least 15 seconds.
- Rinse your hands well (allow water to flow downward, from arms to hands).
- Dry your hands with a paper towel.
- Turn off faucets with a paper towel and then discard it.

**How to Use Hand Sanitizer**

To properly use alcohol hand sanitizer, make sure the gel or foam contacts all surfaces of your hands and fingers. Rub the sanitizer until all the alcohol has completely evaporated. If you cannot get out of bed, ask your nurse for hand wipes or alcohol hand sanitizer.

**Staff and Visitors**

Before health care workers have contact with you, they should wash their hands or use alcohol hand sanitizer (gel or foam). Please insist that all your health care workers practice hand hygiene before they care for you. Hospital staff may use added measures to help prevent the spread of germs. You may see staff wearing gloves, gowns, masks, or eye protection while giving you care.

Tell your visitors that they should not visit if they have any signs or symptoms of an infection. For example, anyone with a fever, cough, or sore throat should stay at home until all the symptoms are gone.

The Infection Control nurse is available to answer any further questions you may have. Please tell your nurse if you wish to talk to the Infection Control nurse.

**MRSA Screening**

MRSA is a type of bacteria or germ that can live in the nose and on the skin. Some people can pick up and carry MRSA on their skin or in their nose for weeks or months. These people do not get sick but they have MRSA. In most cases, MRSA does not cause an infection. In some people, MRSA can cause serious infections such as pneumonia.

People who carry MRSA can spread the germ to other people who may become ill. We test people admitted to our hospital from other hospitals for MRSA when they are admitted in order to prevent the spread of MRSA to other patients. The only way to check for MRSA is a test called a culture. A special cotton swab is gently rubbed in the nose. This sample is tested for MRSA and test results are ready in 2-3 days.

If you have any questions about MRSA, please contact your nurse or doctor. You can also contact the hospital’s Infection Control Department.

**Take Care of Your Skin**

The skin is the largest organ of your body. The skin:
- helps maintain body temperature
- is a protective barrier from germs
- gathers sensory information
- interacts with your surroundings to let you feel heat, pain, cold, and touch
To function properly, your skin needs maintenance and care. When your skin breaks down, you become susceptible to injury and disease. Practice good health habits to maintain and care for your skin. Eat a balanced diet, drink fluids for hydration, exercise to stay at a healthy weight, stop smoking, and protect your skin from exposure to the sun.

Potential Problems
Skin problems can develop when a patient has healthy skin but is immobile (unable to move for long periods of time). When lying or sitting in the same position for a long time, the body’s weight presses against the surface of the bed or chair. This pressure can cut off the blood supply to skin directly over the bone. This is called ischemia — the skin’s cells do not get enough oxygen and nutrients to survive.

The skin tissue is damaged and an open sore can develop. These sores usually develop over bone such as heels, shoulders, hips, and sacrum (upper buttocks). These kinds of wounds have many names, such as bedsores, pressure sores, pressure ulcers, decubitus ulcers, and dermal wounds.

Risk Factors for Pressure Ulcers
The following factors increase your risk of developing a pressure ulcer in the hospital:

- impaired mobility and activity (even in bed)
- impaired sensation
- increased moisture on the skin (for example, from decreased bladder or bowel control)
- inadequate nutrition or decreased protein intake (especially if nutritional status is already impaired)
- friction and shearing forces (such as sliding down in bed), which can tear fragile or already damaged skin
- chronic, complex medical problems (such as diabetes, obesity, smoking, poor circulation, spinal cord injury, among others)
- chronic or serious medical conditions in older adults

Symptoms of a Pressure Ulcer
Watch for these signs and symptoms when you are in the hospital:

- burning, aching, or itching
- red, bruised, or purplish skin, even after you change position
- skin that feels firm or soft, mushy, and warm to the touch
- swelling and tenderness
- a blister or shallow sore
- clear or blood-tinged fluid draining from the area

The wound may become deep and can extend down to the bone. Pressure ulcers are staged according to the depth of injury to the skin.

Preventing a Pressure Ulcer
Your nurses and doctor will draw up an individualized plan of care to help keep your skin healthy. It may include assistance when you turn, regular repositioning if you cannot turn on your own, use of special skin care products to protect your skin, and consulting a dietitian for better nutrition. Care is aimed at relieving pressure on the area at risk. You may need a special mattress or bed that helps to redistribute the pressure.

What You Can Do
To prevent and care for a pressure ulcer requires more than a doctor and nurse. You and your family need to be a part of preventing and caring for a pressure ulcer. To improve your skin health and benefit in other ways, you should:

- stop smoking
- exercise daily
- get good nutrition
- stay at a healthy weight
- practice adequate hygiene

Treating a Pressure Ulcer
The health care team who provide care for a pressure ulcer may include nurses, doctors, physical therapists, dietitians, and health care workers specializing in care of older adults. Your nurse or doctor will review your medical history and set up an individualized treatment plan.
Staying Safe

plan. A specialized nurse, called an ET nurse, may assist with managing your skin care treatment. A surgeon may be consulted if the wound requires surgery.

Today many topical dressings for pressure ulcers are on the market. The ET nurse or doctor will choose the best dressing for your particular wound. You and your caregivers will be instructed on how to decrease pressure on the area and prevent more ulcers. A dietitian may draw up an individualized diet plan, especially if your nutrition is at risk.

Colored Alert Wristbands
Pennsylvania’s hospitals and health systems are working together to make Pennsylvania’s health care the safest in the nation.

About Colored Alert Wristbands
Wristbands are used to quickly communicate certain health care information. Some of the wristbands are colored and designate certain health care conditions and status to alert everyone who cares for the patient.

The different colors have different meanings. Words are included on the wristbands to further reduce the chance of confusion about the alert messages.

Upon admission or at any point during your hospital stay, a colored alert wristband may be placed on your wrist.

Wristband Colors and Meanings
Red = Allergy
This wristband is for patients who have an allergy to anything — food, medicine, dust, grass, or even pet hair. Any allergy is important information for your health care team.

Yellow = Fall Risk
Your health care team wants to prevent falls at all times. Some patients need help to move or to walk, especially those patients who have become weakened by their illness. A yellow wristband is for patients who need extra assistance when walking so they don’t fall.

Green = Latex Allergy
Many products used in hospitals are made of latex. A green wristband is for patients who have allergies to products containing latex. Your hospital team will substitute non-latex products for you.

Pink = Restricted Extremity
Some patients have past or current conditions that would prohibit the use of a certain extremity for various reasons. Patients with this condition wear a pink wristband on the affected extremity to alert staff to avoid using this limb for blood draws, IV insertions, and other medical procedures.

White = Identification Arm Band
A white wristband is used for patients arriving at the hospital for direct, urgent, and emergency admissions; surgical procedures, and admission into several ancillary departments. The wristband will include the patient’s identifiers (name, birth date, age, sex, medical record number, account number, and date of service).

Hollister = Blood and Blood Products
The collection of a properly labeled blood sample from the correct patient is critical to safe blood transfusions. The Hollister Ident-A-Band® system is used to make sure that the right patient receives the right blood.

How Can You Help?
Remove any community (charity or fashion) wristbands while in the hospital to avoid any possible confusion among these wristbands and those used for your health care.

Only wear the wristband placed by hospital staff.

Tell hospital staff about any allergies you may have, if you have a tendency to lose your balance, and if you have an Advance Directive. Tell a nurse if a wristband falls off during your stay.
Healthy Lifestyle

We at UPMC are committed to providing you with high quality care. While you are hospitalized, a number of health care team members will provide you with teaching about your condition and health. This brochure contains some general recommendations and guidelines for your continued health and well-being. If you have any questions about your hospitalization while here or after you are discharged, our Patient Relations Department is available to assist you. Call your UPMC hospital's patient relations representative. Please contact us any time with questions or concerns.

Basic Lifestyle Tips
An important practice to keep healthy is to follow some basic lifestyle tips. Millions of Americans have heart disease, stroke, or diabetes. Your doctor and health care team will give you specific instructions for your recovery. The tips in this brochure may help you get started on living a healthier life.

Eating for Good Health
Eating a healthy diet and getting regular exercise can reduce health risks like heart disease and help maintain an ideal weight. Follow these guidelines:

- Eat a variety of foods from all food groups every day.
- Choose a diet moderate in total fat but low in cholesterol, saturated fat, and trans fat.
- Choose fiber-rich fruits, vegetables, and whole grains.
- Limit sugar, salt, and alcohol.

Maintaining a healthy weight helps keep your body and heart functioning optimally. Sudden, unexpected changes in weight should be reported to your primary care physician. With certain conditions, such as congestive heart failure (CHF), you should weigh yourself daily and report weight gains to your health care provider.

For nutrition information, contact:
- Nutrition Services at your UPMC hospital
- Nutrition Information of the American Dietetic Association at 1-800-877-1600

Regular Exercise Has Many Benefits
You should have at least 30 minutes of moderate physical activity 5 to 7 days a week. You may need to work up to this goal – any amount of activity is good for you. Always consult your doctor before starting an exercise program. Potential benefits of regular exercise are to:

- maintain or reduce weight
- reduce stress
- control blood pressure
- positively influence diabetes control
- gain muscular strength, endurance, and flexibility
- positively affect osteoporosis and bone strength
- control cholesterol levels

Diabetes Health Care Tips
Take these general tips to stay healthy if you have diabetes:

- Follow your meal plan.
- Follow your exercise and activity routine.
- Take your medicines as directed.
- Test your blood glucose regularly.
- Keep your blood glucose as close to normal as possible.
- Do not smoke.
- Avoid drinking alcohol.
- Lose excess weight.
- Check your feet and skin daily.

Heart Failure and Cardiovascular Disease Health Care Tips
To stay healthy when you have heart failure or cardiovascular disease:

- Weigh yourself daily. Report to your doctor weight gains of more than 2 or 3 pounds overnight or 1 pound each day for 3 days in a row.
- Take your medicines as directed.
- Keep your blood pressure near normal.
- Do not smoke.
Healthy Lifestyle

- Check for ankle swelling or abdominal bloating every day. Call your doctor about any new swelling.
- Follow your exercise and activity routine.
- Report any shortness of breath to your doctor.

If you are at home, call 911 or your local ambulance service if you experience:
- severe shortness of breath
- chest pain

Heart failure diet tips
- Follow a heart-healthy diet.
- Avoid salt, processed foods, and alcohol.
- Follow your fluid restriction.
- Lose excessive weight.

Cardiovascular disease diet tips
- Follow a heart-healthy diet.
- Avoid salt and processed foods.
- Follow your doctor’s recommendation about alcohol.
- Lose excessive weight.

Stroke Health Care Tips
Stroke is an emergency! Early recognition of symptoms and seeking medical treatment is important. Recognize the signs of stroke:
- numbness, weakness, or inability to move your face, arm, or leg on one side of your body
- difficulty in speaking or understanding
- sudden, blurred, or decreased vision in one or both eyes
- sudden, severe, unexplained headache
- dizziness or loss of balance, especially with one of the above symptoms

If you are at home, call 911 or your local ambulance service. Stroke is treatable if you seek help right away!
To prevent stroke, a healthy lifestyle is recommended. This includes a healthy diet, regular exercise, and following the other tips in this brochure.

Early Detection of Cancer
Find out about recommended screenings for early detection of cancer. Call the UPMC Cancer Centers and Information Referral Service at 412-647-2811 or the American Cancer Society at 1-800-227-2345.

You can find current information on cancer prevention, early detection, and treatment at www.upmccancercenters.com and www.cancer.org.

Hand Washing and Infection Prevention
The most important step to prevent and control the spread of infections is hand hygiene. Clean your hands often. You can use soap and warm water or a waterless hand sanitizer. Whatever method you choose, you should clean your hands:
- before you touch or eat food
- after you use the bathroom
- before you touch or care for healing wounds
- after you cough, sneeze, or blow your nose

All health care workers that come into contact with you should wash their hands. Please insist that they wash their hands before they give you care.

The hospital staff will use additional infection control measures during your care. They may ask if you have had a flu shot or pneumonia vaccine, so it is a good idea to keep track of this.

Tobacco Use
Each year, 3 million people die as a result of smoking. There is no safe way to smoke. Some people try to make their smoking habit safer by smoking fewer cigarettes or switching to brands with low tar and nicotine. Even when used in small amounts, all cigarettes can cause damage to your body.

Smoking causes diseases
If you smoke, you are more likely to die at a younger age. Smoking can cause cancer, osteoporosis, heart disease, stroke, and lung diseases. Smoking is not just harmful to you — it is harmful to those around you too.
Healthy Lifestyle

**Smoking is addictive**
Some people find smoking enjoyable. The short term pleasure does not outweigh the harmful effects. The nicotine in cigarettes is addictive.

**Bad news about smoking**
- Cigarettes and cigarette smoke contain more than 4,000 harmful ingredients. May cause cancers.
- Cigarette smoking and second-hand smoke cause shortness of breath, decreased energy, bone loss, damaged blood vessels, lung cancer and other cancers, high blood pressure, digestive disorders, diabetes complications, chronic lung diseases, heart disease, and impaired circulation.
- Parental smoking causes low birth weight, premature deaths, increased risk for sudden infant death syndrome (SIDS), and increased risk for learning disabilities. Asthma, bronchitis, and respiratory and ear infections increase in children of smokers.
- Cigarette smoking is a major cause of deaths from fires.

**Where to go for help**
It's hard to fight any addiction, and smoking is no different. It's never too late to quit. If you want to stop smoking, there are medications, therapies, and smoking cessation classes available to help you.
- UPMC Referral Center at 412-647-UPMC (8762) or 1-800-533-UPMC (8762), option 1
- UPMC self-help guide Journey to a Smoke-Free Life at www.upmc.com (click Patients and Your Guests, Patient Education Materials, and then Smoking)
- UPMC website at www.upmc.com
- American Cancer Society at 1-800-227-2345 or www.cancer.org
- Pennsylvania Free Quitline, 24 hours a day at 1-800-QUIT NOW

**Coumadin Management Tips**
You may be at risk for developing blood clots. Your doctor may have prescribed Coumadin for you to help prevent blood clots from forming. Take these tips to stay healthy if your doctor has prescribed Coumadin for you:
- It is important to take coumadin exactly as it is prescribed by your doctor, the same time of day, usually in the evening.
- It is important to have your blood tested (PT/INR) as ordered by your doctor so that your coumadin can be adjusted if needed.
- Diet and medications can affect your (PT/INR) blood test results.
- Do not take or stop any prescribed medications or over-the-counter medications except on the advice of your doctor or pharmacist.
- Eat the same amount of vitamin K foods each day.
- Avoid major changes in your diet without notifying your doctor.
- Avoid drinking alcohol while taking Coumadin.
- Inform all doctors and dentists that you are taking Coumadin.
- Coumadin can increase your risk of bleeding. Please call your doctor if you fall and hit your head, have unusual bruising, prolonged bleeding, chest pain, or difficulty in breathing.

**Clot Prevention**
**Activity:**
Blood clots can form in any deep veins of the body. Most often they form in the legs, arms or groin. Blood clots most often occur in people who can't move around well or who have had recent surgery, injury, or acute illness. Blood clots can break loose and move to other parts of your body including your lungs.

Keep active. Avoid prolonged periods of inactivity. Do not sit for long periods. When sitting, do not cross legs. Short periods of activity, at least every 2 hours while awake is encouraged. Avoid wearing tight fitting,
restrictive clothing. Wear loose fitting clothes, socks or stockings.

Regular stretching and leg movement are important for individuals who sit at a desk all day or are traveling on long trips (car, train, bus), or air travel. Get up often and move around.

**Diet:**
Maintain a healthy diet. Unless your physician has placed you on a fluid restricted diet, drink fluids. Fluids, particularly the intake of water are encouraged unless limited for other reasons.

**Respiratory:**
It is important to stop smoking, as smoking increases the tendency of the blood to clot.

**Medications:**
If you receive a prescription for a medication to prevent or treat blood clots when you are discharged from the hospital, take it as prescribed. Continue all other home medications as prescribed.

**Other:**
Call your doctor if you develop shortness of breath, chest pain or persistent pain, tenderness, warmth, redness or swelling of your calves.
Patient Education – Self-Care

Patient Education Channel Listings
Information about diseases, tests, and treatments is available on the Patient Education Channel (channel 71) 24 hours a day on your in-room television at UPMC Passavant McCandless.

(For patients at UPMC Passavant Cranberry, each program is available on videocassette and can be provided by your nurse at any time.)

<table>
<thead>
<tr>
<th>Program</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arthritis: Living With Arthritis</td>
<td>10:45 a.m.</td>
</tr>
<tr>
<td>Cancer: Fight Back With Nutrition</td>
<td>1:45 p.m.</td>
</tr>
<tr>
<td>Coping With Cancer</td>
<td>1:10 p.m.</td>
</tr>
<tr>
<td>Controlling Cancer Pain</td>
<td>1:30 p.m.</td>
</tr>
<tr>
<td>Cardiac: Angina Pectoris</td>
<td>2:45 p.m.</td>
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<tr>
<td>Atrial Fibrillation</td>
<td>3:00 p.m.</td>
</tr>
<tr>
<td>Coronary Angiography and Angioplasty</td>
<td>8:15 a.m.</td>
</tr>
<tr>
<td>Emotions and Heart Failure Manage</td>
<td>12:00 p.m.</td>
</tr>
<tr>
<td>Exercise for Heart Failure Patients</td>
<td>12:15 p.m.</td>
</tr>
<tr>
<td>High Blood Pressure Compliance</td>
<td>9:30 a.m.</td>
</tr>
<tr>
<td>Nutrition for Heart Failure Patients</td>
<td>12:45 p.m.</td>
</tr>
<tr>
<td>Open Heart Surgery Home Recovery</td>
<td>8:30 a.m.</td>
</tr>
<tr>
<td>Pacemaker</td>
<td>3:45 p.m.</td>
</tr>
<tr>
<td>Understanding Heart Failure Medications</td>
<td>12:30 p.m.</td>
</tr>
<tr>
<td>Diabetes: Basic Skills for Controlling Diabetes</td>
<td>11:00 a.m.</td>
</tr>
<tr>
<td>Diabetes: Healthy Food Choices</td>
<td>11:45 a.m.</td>
</tr>
<tr>
<td>Diabetes: Preventing Long-Term Complications</td>
<td>11:10 a.m.</td>
</tr>
<tr>
<td>Monitoring Your Blood Sugars</td>
<td>11:30 a.m.</td>
</tr>
<tr>
<td>Imaging: CT Scan</td>
<td>9:45 a.m.</td>
</tr>
<tr>
<td>MRI</td>
<td>9:50 a.m.</td>
</tr>
<tr>
<td>Nuclear Medicine</td>
<td>10:00 a.m.</td>
</tr>
<tr>
<td>Pharmaceutical Stress Test With Nuclear Imaging</td>
<td>9:15 a.m.</td>
</tr>
<tr>
<td>Ultrasound</td>
<td>10:05 a.m.</td>
</tr>
<tr>
<td>Orthopaedics: Oh, My Aching Back</td>
<td>9:00 a.m.</td>
</tr>
<tr>
<td>Osteoporosis</td>
<td>3:15 p.m.</td>
</tr>
<tr>
<td>Ostomy: Ostomy Care at Home</td>
<td>2:15 p.m.</td>
</tr>
<tr>
<td>Pain Management</td>
<td>10:30 a.m.</td>
</tr>
<tr>
<td>Pulmonary: Chronic Obstructive Pulmonary Disease</td>
<td>8:45 a.m.</td>
</tr>
<tr>
<td>Safety: Fall Prevention</td>
<td>8:00 a.m.</td>
</tr>
<tr>
<td>Stop Smoking: Guide to Stop Smoking</td>
<td>3:30 p.m.</td>
</tr>
<tr>
<td>Stress: Short-Circuiting Stress</td>
<td>10:10 a.m.</td>
</tr>
</tbody>
</table>
### Support Group Schedule - McCandless Campus only

<table>
<thead>
<tr>
<th>Support Group</th>
<th>Date/Time</th>
<th>Location</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aphasia</td>
<td>Varies</td>
<td>Varies</td>
<td>Linda Edwards: 412-367-6437</td>
</tr>
<tr>
<td>Breast Cancer</td>
<td>2nd and 4th Wednesday each month 7 to 8:30 p.m.</td>
<td>Dining Room 2</td>
<td>412-622-1212</td>
</tr>
<tr>
<td>Bridge to Hope</td>
<td>Every Wednesday 7 to 8:30 p.m.</td>
<td>Donor Hall</td>
<td>Jean Wagner: 412-367-6643</td>
</tr>
<tr>
<td>Diabetes</td>
<td>Quarterly</td>
<td>Assembly Hall</td>
<td>Pat McCarthy: 412-367-6887</td>
</tr>
<tr>
<td>Living With Cancer</td>
<td>1st and 3rd Wednesday each month 7 to 8:30 p.m.</td>
<td>Donor Hall</td>
<td>412-622-1212</td>
</tr>
<tr>
<td>Lupus</td>
<td>3rd Tuesday each month 7:15 to 8:30 p.m.</td>
<td>Donor Hall</td>
<td>Valerie Brown 412-527-3335</td>
</tr>
<tr>
<td>Stop Smoking</td>
<td>Every Monday 7 to 8:30 p.m.</td>
<td>Donor Hall</td>
<td>Sue Niggel: 412-367-6329</td>
</tr>
<tr>
<td>Pregnancy Loss Service</td>
<td></td>
<td>Magee-Womens Hospital of UPMC, Oakland</td>
<td>412-641-4316</td>
</tr>
<tr>
<td>Look Good, Feel Better</td>
<td>For dates and times, contact the American Cancer Society</td>
<td>UPMC Cancer Center at UPMC Passavant</td>
<td>1-888-227-5445</td>
</tr>
</tbody>
</table>
Pneumococcal Polysaccharide Vaccine: What You Need to Know

Why get vaccinated?
Pneumococcal disease is a serious disease that causes much sickness and death. In fact, pneumococcal disease kills more people in the United States each year than all other vaccine-preventable diseases combined. Anyone can get pneumococcal disease. However, some people are at greater risk from the disease. These include people 65 and older, the very young, and people with special health problems such as alcoholism, heart or lung disease, kidney failure, diabetes, HIV infection, or certain types of cancer.

Pneumococcal disease can lead to serious infections of the lungs (pneumonia), the blood (bacteremia), and the covering of the brain (meningitis). About one out of every 20 people who gets pneumococcal pneumonia dies from it, as do about two people out of 10 who get bacteremia and three people out of 10 who get meningitis. People with the special health problems mentioned above are even more likely to die from the disease.

Drugs such as penicillin were once effective in treating these infections, but the disease has become more resistant to these drugs, making treatment of pneumococcal infections more difficult. This makes prevention of the disease through vaccination even more important.

Pneumococcal polysaccharide vaccine (PPV)
The pneumococcal polysaccharide vaccine (PPV) protects against 23 types of pneumococcal bacteria. Most healthy adults who get the vaccine develop protection to most or all of these types within two to three weeks of getting the shot. Very old people, children under 2 years of age, and people with some long-term illnesses might not respond as well or at all.

Who should get PPV?
• all adults 65 years of age or older
• anyone over 2 years of age who has a long-term health problem such as:
  ■ heart disease
  ■ lung disease
  ■ sickle cell disease
  ■ diabetes
  ■ alcoholism
  ■ cirrhosis
  ■ leaks of cerebrospinal fluid
• anyone over 2 years of age who has a disease or condition that lowers the body’s resistance to infection, such as:
  ■ Hodgkin’s disease
  ■ lymphoma, leukemia
  ■ kidney failure
  ■ multiple myeloma
  ■ nephrotic syndrome
  ■ HIV infection or AIDS
  ■ damaged spleen, or no spleen
  ■ organ transplant
• anyone over 2 years of age who is taking any drug or treatment that lowers the body’s resistance to infection, such as:
  ■ long-term steroids
  ■ certain cancer drugs
  ■ radiation therapy
• Alaskan Natives and certain Native American populations

How many doses of PPV are needed?
Usually one dose of PPV is all that is needed. However, under some circumstances a second dose may be given.
• A second dose is recommended for those people aged 65 and older who got their first dose when they were under 65, if five or more years have passed since that dose.
• A second dose is also recommended for people who:
  ■ have a damaged spleen or no spleen
  ■ have sickle-cell disease
  ■ have HIV infection or AIDS
  ■ have cancer, leukemia, lymphoma, or multiple myeloma
  ■ have kidney failure
  ■ have nephrotic syndrome
  ■ have had an organ or bone marrow transplant
  ■ are taking medication that lowers immunity (such as chemotherapy or long-term steroids)

Children 10 years old and younger may get this second dose three years after the first dose. Those older than 10 should get it five years after the first dose.

Other facts about getting the vaccine
• Otherwise healthy children who often get ear infections, sinus infections, or other upper respiratory diseases do not need to get PPV because of these conditions
• PPV may be less effective in some people, especially those with lower resistance to infection. But these people should still be vaccinated, because they are more likely to get seriously ill from pneumococcal disease.
• Pregnancy: The safety of PPV for pregnant women has not yet been studied. There is no evidence that the vaccine is harmful to either the mother or the fetus, but pregnant women should consult with their doctor before being vaccinated. Women who are at high risk of pneumococcal disease should be vaccinated before becoming pregnant, if possible.

What are the risks from PPV?
PPV is a very safe vaccine. About half of those who get the vaccine have very mild side effects, such as redness or pain where the shot is given. Less than 1 percent develop a fever, muscle aches, or more severe local reactions. Severe allergic reactions have been reported very rarely.

As with any medication, there is a very small risk that serious problems, even death, could occur after getting a vaccine. Getting the disease is much more likely to cause serious problems than getting the vaccine.

What if there is a serious reaction?
What should I look for?
Look for severe allergic reactions, such as hives, difficulty breathing, or shock.

What should I do?
Call a doctor, or get the person to a doctor right away.
• Tell your doctor what happened, the date and time it happened, and when the vaccination was given.
• Ask your doctor, nurse, or health department to report the reaction by filing a Vaccine Adverse Event Reporting System (VAERS) form. Or you can file this report through the VAERS website at www.vaers.org, or by calling 1-800-822-7967. (VAERS does not provide medical advice.)

How can I learn more?
• Ask your doctor or nurse. They can give you the vaccine package insert or suggest other sources of information.
• Call your local or state health department.
• Contact the Centers for Disease Control and Prevention (CDC):
  ■ Call 1-800-232-4636 (1-800-CDC-INFO).
  ■ Visit the National Immunization Program website at www.cdc.gov/nip.

Flu Vaccination
The following recommendations are from the Department of Health and Human Services, Centers for Disease Control and Prevention:

Inactivated Influenza Vaccine: What You Need to Know

Why get vaccinated?
Influenza (“flu”) is a contagious disease. It is caused by the influenza virus, which spreads from infected persons to the nose or throat of others.
Other illnesses can have the same symptoms and are often mistaken for influenza. But only an illness caused by the influenza virus is really influenza. Anyone can get influenza, but rates of infection are highest among children. For most people, it lasts only a few days. It can cause:
- fever
- sore throat
- chills
- fatigue
- cough
- headache
- muscle aches

Some people get much sicker. Influenza can lead to pneumonia and can be dangerous for people with heart or breathing conditions. It can cause high fever and seizures in children. On average, 226,000 people are hospitalized every year because of influenza, and 36,000 die — mostly elderly. Influenza vaccine can prevent influenza.

**Inactivated influenza vaccine**

There are two types of influenza vaccine:
- inactivated (killed) vaccine (or the “flu shot”), which is given by injection into the muscle
- live, attenuated (weakened) influenza vaccine (also called LAIV), which is sprayed into the nostrils (This vaccine is described in a separate Vaccine Information Statement.)

For most people, influenza vaccine prevents serious influenza-related illness. But it will not prevent “influenza-like” illnesses caused by other viruses. Influenza viruses are always changing. Because of this, influenza vaccines are updated every year, and an annual vaccination is recommended. Protection lasts up to a year. It takes up to two weeks for protection to develop after the vaccination.

Some inactivated influenza vaccine contains thimerosal, a preservative that contains mercury. Some people believe thimerosal may be related to developmental problems in children. In 2004, the Institute of Medicine published a report concluding that, based on scientific studies, there is no evidence of such a relationship. If you are concerned about thimerosal, ask your doctor about thimerosal-free influenza vaccine.

**Who should get inactivated influenza vaccine?**

People 6 months of age and older can receive inactivated influenza vaccine. It is recommended for anyone who is at risk of complications from influenza or more likely to require medical care:
- all children from 6 months up to 5 years of age
- anyone 50 years of age or older
- anyone 6 months to 18 years of age on long term aspirin treatment (Reyes’ syndrome could develop if the person gets influenza)
- women who will be pregnant during influenza season
- anyone with long-term health problems, such as heart disease; kidney disease; lung disease; metabolic disease, such as diabetes; asthma; or anemia or other blood disorders
- anyone with a weakened immune system due to HIV/AIDS or other diseases affecting the immune system; long-term treatment with drugs such as steroids; or cancer treatment with x-rays or drugs
- anyone with certain muscle or nerve disorders (such as seizure disorders or severe cerebral palsy) that can lead to breathing or swallowing problems
- residents of nursing homes and other chronic-care facilities

Influenza vaccine is also recommended for anyone who lives with or cares for people at high risk for influenza-related complications:
- health care providers
- household contacts and caregivers of children from birth up to 5 years of age
- household contacts and caregivers of people 50 years and older and those with medical conditions that put them at higher risk for severe complications from influenza
A yearly influenza vaccination should be considered for people:

- who provide essential community services
- living in dormitories or under other crowded conditions, to prevent outbreaks
- at high risk of influenza complications who travel to the Southern hemisphere between April and September, to the tropics, or in organized tourist groups at any time

Influenza vaccine is also recommended for anyone who wants to reduce the likelihood of becoming ill with influenza or spreading influenza to others.

**When should I get the influenza vaccine?**

Plan to get influenza vaccine in October or November if you can. But getting vaccinated in December, or even later, will still be beneficial in most years. You can get the vaccine as soon as it is available, and for as long as illness is occurring. Influenza illness can occur any time from November through May. Most cases usually occur in January or February.

Most people need one dose of influenza vaccine each year. Children younger than 9 years of age getting influenza vaccine for the first time should get two doses. For inactivated vaccine, these doses should be given at least four weeks apart. Influenza vaccine may be given at the same time as other vaccines, including pneumococcal vaccine.

**Some people should talk with a doctor before getting influenza vaccine.**

Some people should not get inactivated influenza vaccine or should wait before getting it.

- Tell your doctor if you ever had Guillain-Barré syndrome (a severe, paralytic illness, also called GBS). You may be able to get the vaccine, but your doctor should help you make the decision.
- People who are moderately or severely ill should usually wait until they recover before getting flu vaccine. If you are ill, talk to your doctor or nurse about whether to reschedule the vaccination. People with a mild illness can usually get the vaccine.

**What are the risks from inactivated influenza vaccine?**

A vaccine, like any medicine, could possibly cause serious problems, such as severe allergic reactions. The risk of a vaccine causing serious harm, or death, is extremely small. Serious problems from influenza vaccine are very rare. The viruses in inactivated influenza vaccine have been killed, so you cannot get influenza from the vaccine.

**Mild problems:**

- soreness, redness, or swelling where the shot was given
- fever
- aches

If these problems occur, they usually begin soon after the shot and last one to two days.

**Severe problems:**

- Life-threatening allergic reactions from vaccines are very rare. If they do occur, it is usually within a few minutes to a few hours after the shot.
- In 1976, a certain type of influenza (swine flu) vaccine was associated with Guillain-Barré syndrome (GBS). Since then, flu vaccines have not been clearly linked to GBS. However, if there is a risk of GBS from current flu vaccines, it would be no more than one or two cases per 1 million people vaccinated. This is much lower than the risk for severe influenza, which can be prevented by vaccination.
What if there is a severe reaction?

What should I look for?
Look for any unusual condition, such as a high fever or behavior changes. Signs of a serious allergic reaction can include difficulty breathing, hoarseness or wheezing, hives, paleness, weakness, a fast heart beat, or dizziness.

What should I do?
• Call a doctor, or get the person to a doctor right away.
• Tell your doctor what happened, the date and time it happened, and when the vaccination was given.
• Ask your doctor, nurse, or health department to report the reaction by filing a Vaccine Adverse Event Reporting System (VAERS) form. Or you can file this report through the VAERS website at www.vaers.hhs.gov, or by calling 1-800-822-7967. (VAERS does not provide medical advice.)

The National Vaccine Injury Compensation Program
In the event that you or your child has a serious reaction to a vaccine, a federal program has been created to help pay for the care of those who have been harmed. For details about the National Vaccine Injury Compensation Program, call 1-800-338-2382, or visit its website at www.hrsa.gov/vaccinecompensation.

How can I learn more?
• Ask your immunization provider. They can give you the vaccine package insert or suggest other sources of information.
• Call your local or state health department.
• Contact the Centers for Disease Control and Prevention (CDC):
  • Call 1-800-232-4636 (1-800-CDC-INFO).
  • Visit CDC’s website at www.cdc.gov/flu.
Medical Decisions and Domestic Violence

Making Medical Decisions
Advance directives are a means to tell your caregivers about the care you wish to receive, or not receive, in the event you become unable to tell them. Advance directives will not compromise your care.

There are two forms of advance directives. One is called a living will, which is a written document. The other is a durable power of attorney, or surrogate for health care decisions, which is a designated person who will make choices for you when you are unable to do so yourself.

If you would like to talk to someone or would like more information, ask your nurse to speak with a patient service representative.

Domestic Violence
Violence is common. For this reason, the staff of UPMC Passavant and UPMC Passavant Cranberry ask each person over age 14 about domestic violence. A staff member will ask if you are in a relationship or situation where you are physically hurt, threatened, or made to feel afraid. If you would like help, talk with your doctor or nurse.

Crisis Hot Lines
If you fear for the safety of yourself or others in your household, below are 24-hour hot lines you can call. The hot lines can give you information on preparing to leave, obtaining a protection-from-abuse order, and safe places to stay.

Abuse/Neglect:
- Crisis Center North: 412-364-5556
- Victim Outreach Intervention Center (VOICE): 1-800-400-8551 (Butler County)
- National Domestic Violence Hotline: 1-800-799-SAFE
- Mobile Crisis Intervention Family Links: 412-661-1800 (Shelter)

Crisis Intervention:
- Western Psychiatric Institute and Clinic: 412-624-2000
- ACES: Allegheny Crisis Emergency Services: 1-888-424-2287
- Butler County Crisis Service: 1-800-292-3866
Discharge Information

Planning Your Discharge
Your care after discharge from the hospital is very important to your recovery. It is helpful to plan and prepare for your discharge. Here are some things you may need to keep in mind.

During Your Hospital Stay
Talk about your discharge plans and needs with your doctors and nurses.

- If you think you cannot go home by yourself or that you may need help at home, ask to talk to your care manager or social worker. We can begin planning with you. You may benefit from a short stay at another type of facility before you go home, for example, if you will need physical therapy, IV fluids, or other types of acute or skilled services. Home Care is also available to provide these services. The social worker and care manager will work closely with you and your doctor to meet your specific needs. They will help you make the transition to an appropriate care setting at the appropriate time for an optimal recovery.

- Keep in mind that your doctor may prescribe new medicines when you are discharged. You will need to arrange to get them from your pharmacy.

- Tell your nurse if you need help to arrange transportation for your discharge, or if you have specific requests for transportation.

- You will need to arrange to have comfortable clothing to wear home.

- For recovery at home or at another facility, you may need to arrange for additional help from your family or friends.

Your Day of Discharge
Your doctors and nurses will give you instructions about how to care for yourself after discharge.

- You will be told when to make follow-up appointments with your doctors and if you need to arrange for follow-up testing.

- Many patients need our services. When you receive notice of discharge, please leave the hospital by 2 p.m. or within two hours after you receive discharge notice (provided that services, care, and transportation are ready for you).

- When your transportation arrives, hospital staff will take you to the main entrance.

- Bell hop services are available to our inpatients for discharge and patient transfers. This service is available to assist patients and family members with their belongings.

After You Go Home

- Follow the instructions given by your doctor and nurse.

- Make your follow-up appointments.

- Take your medicines as directed.

- Keep a list of your medicines, dosages, and how often you take it. Take this list with you every time you seek medical services.

Discharge Transportation

Ambulance Service
Ambulance services can provide routine and non-emergency ambulance transportation. However, this type of transportation is only available for seriously ill patients. To qualify for non-emergency ambulance transportation, a patient must:

- have an acute medical condition that requires medical supervision during transportation

- be unable to go to or from a doctor’s office

When a patient does not meet the above conditions, he or she may still use ambulance services. However, the trip will be considered “not medically necessary” by the insurance company. This means the patient will be responsible for the entire bill.

Invalid Coach
Some people are too ill to sit in a wheelchair, but they do not qualify for ambulance transportation or medical supervision. One option is transportation on a stretcher inside a
vehicle called an invalid coach. The passenger lies down for the entire trip. The transport is staffed by two people specially trained to operate this type of vehicle. Oxygen is available. Most insurance plans do not pay for invalid coach. Invalid coach is provided by ambulance services.

Wheelchair Vans
Some people have difficulty walking but can sit up and do not require medical supervision. Wheelchair vans may be an option for these people. The passenger is placed in a wheelchair that is loaded into the van on a special lift. The wheelchair is secured to the van, and the passenger is transported to the destination. This type of van is staffed by one person specially trained to operate it. Oxygen and lifting assistance into the destination is available. Most insurance plans do not pay for wheelchair trips.

VAN-GO
VAN-GO is a transportation system offered to patients being discharged to their home from UPMC Passavant McCandless or UPMC Passavant Cranberry. VAN-GO operates Monday through Friday until 7 p.m. Arrangements for this service are made through the nursing staff. Most insurance plans do not provide coverage for this service.

Alternative Discharge Settings
When you are not going directly home after discharge from the hospital, there are several types of care facilities available.

Acute Rehabilitation (Rehab)
The goal in this type of facility is to improve your independence so you can return to a satisfying quality of life. Nurses, physician specialists, physical therapists, occupational therapists, and speech therapists will help you regain or retrain in mobility and self-care activities. Psychologists will assist if you have symptoms of depression. There will be educational programs available for stroke prevention, lowering cholesterol, healthy diet, and lifestyle changes. You must be able to tolerate three hours of physical, occupational, and speech therapy each day.

Assisted Living and Personal Care
These facilities offer residents several levels of care to assist with their activities of daily living. These include bathing, dressing, other personal care needs, medicines, and safety supervision. Meals, laundry, and housekeeping are provided. Services may vary among facilities. Some facilities have special units for residents with memory issues. All of these facilities are totally private pay, range in costs, and are not covered by insurance plans.

Home With Services
UPMC Passavant has a designated home care coordinator who will follow-up on your home care needs, based on your doctor’s plan. Services include:
- skilled nursing
- rehabilitation services
- IV therapy
- nutrition counseling
- scheduling of medical equipment
- physical, occupational, or speech therapy
Physical, occupational, or speech therapy may be provided in the home or at an outpatient office. Generally, therapy is provided two or three days per week for one or two hours, depending on the patient’s needs.

Long-Term Acute Care (LTAC)
The goal in this type of facility is to continue medical and physical care so that you can eventually be transferred to an acute rehab facility or to your home. Patients are transferred to this type of facility when they still need:
- a ventilator
- a heart monitor
- long-term intravenous (IV) therapy
- intravenous (IV) pain management
- frequent wound care and dressings
- dialysis
The nurses, doctors, physical therapists, occupational therapists, respiratory therapists, speech therapists, and social workers will help you get stronger so you can go to the next phase of your recovery. To be admitted to a long-term care facility, you must meet certain requirements. Not all insurance companies pay for this level of care.

**Subacute or Skilled Nursing (SNF)**

If you still need medical or physical care, but in a less intense setting, a skilled nursing facility (nursing home) may be recommended for you. Rehabilitation treatments in an SNF are like those at a rehab facility, but not as intense. Length of stay may be long or short, depending upon your goals. Some patients go on to a rehab facility or to a home setting with family support. Nurses, doctors, physical therapists, occupational therapists, speech therapists, and social workers will help you get stronger and reach your goals.
For help in finding a doctor or health service that suits your needs, call the UPMC Referral Service at 412-647-UPMC (8762) or 1-800-533-UPMC (8762). Select option 1.

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This information is not intended to be used as a substitute for professional medical advice, diagnosis, or treatment. You should not rely entirely on this information for your health care needs. Ask your own doctor or health care provider any specific medical questions that you have.