A Guide to Your Hospital Stay

Your Care. Our Commitment.
Smoke-Free Environment
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. 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 problems as a result of smoking. For information about smoking and how to quit, access the patient education materials on UPMC’s website at UPMC.com/HealthLibrary or online at UPMC.com/Classes. If you’re interested in “Becoming a Quitter,” call 1-800-QUIT-NOW (1-800-784-8669) or visit pa.quitlogix.org.

My Information

My room number

My phone number

Nursing unit phone number
Language Interpretation

**English:**
Please notify your caregiver if you speak [language]. Interpretation services are provided at this facility free of charge.

**Nepali**  नेपाली
तपाई नेपाली भाषा बोल्नुहुन्छ भने कृपया आफ्नो सेवकर्मीलाई जनाउनुहोस्। यहाँ निश्चित दोभाषे सेवा उपलब्ध गराउनुहुन्छ।

**Spanish**  Español
Por favor avise a su proveedor de atención de salud si usted habla español. En estas dependencias se proporcionan servicios de interpretación libres de costo.

**Arabic**  العربية
إن كنت تتحدث العربية، نرجو إبلاغنا بذلك. تُقدم خدمات الترجمة الكاملاً في هذه المنشأة مجانًا.

**Mandarin**  普通话
如果您讲普通话，请告诉您的护理人员。我们免费为您提供口译服务。

**Russian**  Русский
Если вы говорите по-русски, пожалуйста, скажите об этом работнику, осуществляющему уход за вами. Мы предоставляем бесплатные услуги переводчика.

**American Sign Language (ASL)**
Please let your provider know when you make your appointment that you will need an ASL interpreter.
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### Patient Education TV Playlist

<table>
<thead>
<tr>
<th>Title</th>
<th>Start Time*</th>
<th>Start Time</th>
<th>Start Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nutrition: Healthy Eating for Life</td>
<td>6:00 a.m.</td>
<td>1:45 p.m.</td>
<td>9:30 p.m.</td>
</tr>
<tr>
<td>Exercise: Getting Active, Staying Active</td>
<td>6:15 a.m.</td>
<td>2:00 p.m.</td>
<td>9:45 p.m.</td>
</tr>
<tr>
<td>Managing Your Stress</td>
<td>6:30 a.m.</td>
<td>2:15 p.m.</td>
<td>10:00 p.m.</td>
</tr>
<tr>
<td>Recognizing Depression</td>
<td>6:50 a.m.</td>
<td>2:35 p.m.</td>
<td>10:20 p.m.</td>
</tr>
<tr>
<td>Carbohydrate Counting: Skills Into Practice</td>
<td>7:10 a.m.</td>
<td>2:55 p.m.</td>
<td>10:40 p.m.</td>
</tr>
<tr>
<td>What Is Diabetes: Type 2</td>
<td>7:35 a.m.</td>
<td>3:20 p.m.</td>
<td>11:05 p.m.</td>
</tr>
<tr>
<td>Taking Insulin</td>
<td>7:55 a.m.</td>
<td>3:40 p.m.</td>
<td>11:25 p.m.</td>
</tr>
<tr>
<td>Monitoring Your Blood Glucose</td>
<td>8:15 a.m.</td>
<td>4:00 p.m.</td>
<td>11:45 p.m.</td>
</tr>
<tr>
<td>Safe Sleep for Your Baby Right From the Start</td>
<td>8:40 a.m.</td>
<td>4:25 p.m.</td>
<td>12:10 a.m.</td>
</tr>
<tr>
<td>Preventing Shaken Baby Syndrome</td>
<td>8:55 a.m.</td>
<td>4:40 p.m.</td>
<td>12:25 a.m.</td>
</tr>
<tr>
<td>After a Stroke</td>
<td>9:10 a.m.</td>
<td>4:55 p.m.</td>
<td>12:40 a.m.</td>
</tr>
<tr>
<td>Smoking: Get Ready to Quit</td>
<td>9:30 a.m.</td>
<td>5:15 p.m.</td>
<td>1:00 a.m.</td>
</tr>
<tr>
<td>Pain Management: It’s Your Right</td>
<td>9:50 a.m.</td>
<td>5:35 p.m.</td>
<td>1:20 a.m.</td>
</tr>
<tr>
<td>Coronary Angiography and Angioplasty</td>
<td>10:10 a.m.</td>
<td>5:55 p.m.</td>
<td>1:40 a.m.</td>
</tr>
<tr>
<td>Heart Surgery: Getting Ready to Leave the Hospital</td>
<td>10:30 a.m.</td>
<td>6:15 p.m.</td>
<td>2:00 a.m.</td>
</tr>
<tr>
<td>Women and Heart Disease</td>
<td>10:50 a.m.</td>
<td>6:35 p.m.</td>
<td>2:20 a.m.</td>
</tr>
<tr>
<td>Atrial Fibrillation</td>
<td>11:20 a.m.</td>
<td>7:05 p.m.</td>
<td>2:50 a.m.</td>
</tr>
<tr>
<td>Heart Failure: Leaving the Hospital</td>
<td>11:35 a.m.</td>
<td>7:20 p.m.</td>
<td>3:05 a.m.</td>
</tr>
<tr>
<td>COPD: Take Control</td>
<td>11:45 a.m.</td>
<td>7:30 p.m.</td>
<td>3:15 a.m.</td>
</tr>
<tr>
<td>Patient Safety: Stay Safe While You Are in the Hospital</td>
<td>12:00 p.m.</td>
<td>7:45 p.m.</td>
<td>3:30 a.m.</td>
</tr>
<tr>
<td>Advance Directive: Taking Control</td>
<td>12:20 p.m.</td>
<td>8:05 p.m.</td>
<td>3:50 a.m.</td>
</tr>
<tr>
<td>Anticoagulant Medication: Taking It Safely</td>
<td>12:40 p.m.</td>
<td>8:25 p.m.</td>
<td>4:10 a.m.</td>
</tr>
<tr>
<td>Pneumonia: Recovery and Prevention</td>
<td>1:00 p.m.</td>
<td>8:45 p.m.</td>
<td>4:30 a.m.</td>
</tr>
<tr>
<td>Ostomy Care at Home</td>
<td>1:15 p.m.</td>
<td>9:00 p.m.</td>
<td>4:45 a.m.</td>
</tr>
</tbody>
</table>

*Start times may vary by a couple of minutes. Thank you for your patience.
Welcome Letter from Mark Sevco, President

Welcome to UPMC East, where you can expect to receive world-class care close to home. We understand that quality care means more than just providing state-of-the-art technology and clinical expertise. As such, we are committed to providing you with the highest quality care, tailored to meet your individual needs, in a supportive environment that promotes your healing.

The physicians, associates, and leaders of UPMC East believe that to do this, we must remain committed to our core values at all times:

• Quality and Safety.
• Dignity and Respect.
• Caring and Listening
• Responsibility and Integrity
• Excellence and Innovation

We understand that a hospitalization can be a stressful time for our patients and their families. We have developed this handbook to answer many of the questions you may have and to make your stay at UPMC East as comfortable and positive as possible.

We are here to provide you with excellent service throughout your stay at UPMC East. If you have questions about your care or any special needs, we encourage you to speak with your nurse or to contact Guest Relations at 412-357-3800.

Thank you for choosing UPMC East to assist you with your medical care.

Sincerely,

Mark Sevco, President
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For More Information
If you have any questions about our services, please call the operator at 412-357-3000 and they will make sure you are connected with the right person or department.
Important Information for Your Stay

Patient Information Number (PIN) System & Assigning a Spokesperson

UPMC East uses a Patient Information Number (PIN) System for releasing information about our patients. You will be given a PIN number to be used throughout your stay when you arrive at the hospital. If you do not get a PIN number when you arrive, the nursing staff on your unit will have it. You should only share this PIN with the family members and loved ones that you wish to receive information about you from our hospital staff. Anyone who does not have the patient PIN will not be able to receive any information about you.

To facilitate a smooth transfer of information between our clinical staff at UPMC East and each patient’s loved ones; we ask that each patient/family designate a family spokesperson. The family spokesperson will be the primary contact for communicating information on your loved ones condition, and they will in turn be asked to communicate this information to other family members and loved ones. If you have any questions, please ask your nurse.

Caregivers You May Meet

During your stay at UPMC East, you will meet many members of our care team. These include:

Care Managers
We are responsible for coordinating your care, working with your insurance company, and planning for your discharge needs to assure a safe transition out of the hospital. We wear business attire which may be accompanied by a white lab coat.

Doctors
We have the primary responsibility for your care while you are in the hospital. We may also consult a specialist if needed.

Health Unit Coordinators (HUC)
We provide clerical support by answering call bells, phones, and use the computer to assist with your care. We wear business casual uniforms.

Hospitalists
We are doctors who have chosen to practice inside the hospital with a focus on inpatient care. Hospitalists care for hospitalized patients on a daily basis. Your hospitalist will maintain and uphold communication with your primary care doctor (PCP), keeping him or her up to date about your care while you’re in the hospital. When you leave the hospital you should follow up by making an appointment with your PCP.

Housekeeping
We are responsible for cleaning your room each day. Our goal is to ensure that every patient room is kept clean at all times. If you have any special requests please feel free to contact the housekeeping department directly. We wear grey tops and black pants.
**Mid-Level Providers (Nurse Practitioners, Physician Assistants, etc.)**
We support the work of your doctors by assisting them with treating patients, performing procedures, and documenting your care. We may accompany your doctor or see you separately. In either case, our goal is to provide you with great care.

**Patient Care Technicians and Nursing Assistants**
Our primary function is to assist in your care. We will help you to the bathroom, take your vital signs, draw your blood work, and perform other special tasks with you. We wear hunter green scrubs.

**Registered Nurses (RNs)**
We are responsible for your overall care. We perform many skills to help you get well and will teach you about your medicine and other important information. Please ask us if you have any questions about your care. You may notice nurses using electronic devices such as smart phones and computers. Rest assured they are reviewing clinical information about your care and are not conducting personal business. We wear blue and white scrubs.

**Respiratory Therapists**
We give you breathing treatments and oxygen therapy, if needed. We wear navy blue scrubs.

**Social Workers**
We work with health managers, your nurses, and doctors to coordinate your plan of care before admission, during your stay, and after you leave the hospital. We wear business attire which may be accompanied by a white lab coat.

**Technologists and Technicians**
We serve a variety of roles at UPMC East which include providing you with x-rays, imaging exams, and some cardiac testing. Many of us wear royal blue scrubs, although this can vary by department.

**Medicine Safety**
Do not take any medicines that you brought to the hospital from home unless your doctor or nurse tells you it is okay. You should give your personal supply of medicines to someone to take home for you. If that is not possible please tell your nurse and be sure to lock them in the in-room safe.

**Hearing Assistance**
To meet the special needs of patients and visitors who are hearing impaired or deaf, we offer:

- Printed educational materials
- Closed-caption television
- In-person sign language interpreters
- Video remote interpreting (VRI) and video relay service (VRS)
- Sound signalers and personal amplifiers
- Amplified telephones and portable telecommunications device for the deaf (TDD)

To obtain any of the aids listed above, ask the nursing staff on your patient unit. To obtain hearing and deaf interpreting services, contact Guest Relations at 412-357-3800. For more information, visit the Disabilities Resource Center’s website at UPMC.com/DRC.

**Language Interpretation Services**
Language interpreter services are available to patients and their families at no cost. For information, contact the Guest Relations Department at 412-357-3800 or ask the nursing staff on your unit.
Accessibility

UPMC East ensures that health care is accessible to people with disabilities, including those with mobility disabilities, hearing loss, vision loss, speech impairments, and intellectual/cognitive disabilities. Available resources include:

- Accessible parking and valet services
- Accessible patient rooms and call bells
- Key documents in alternative formats
- Communication boards
- Magnifiers and low vision writing templates
- Hydraulic patient lifts and transfer boards

Other services are available to enhance the patient experience and provide access to our excellent health care services. For more information, visit the Disabilities Resource Center’s website at UPMC.com/DRC.

Service Animals

Service animals are welcome in all public areas within UPMC facilities, and your room. Animals must be housebroken and under the control of their owner. If the owner is unable to care for the animal during their stay or visit, an alternative person must be designated to do so. UPMC staff are not required to care for service animals. For more information about service animals, visit the Disabilities Resource Center’s website at UPMC.com/DRC.

Meals

Meals at UPMC East are provided 7 days per week from 7 a.m. until 7 p.m. and will include breakfast, lunch, and dinner. Meal times on each inpatient unit will vary. Please ask your nurse or another caregiver if you need a meal after hours. Based on your doctor’s orders, your nurse will determine if you are able to order from our standard menu or if you require a more customized diet.

A host or hostess will visit you in your room 2 times each day. On the first visit, we will take your lunch order. On the second visit, we will take your dinner order and your breakfast order for the following day. If you are away from your room when we arrive to take your order or deliver your meal, we will ask your nurse to contact us when you return so we can help you.

Guest trays are available to your family and friends if they wish to dine with you at the bedside. To order, your guest should ask the host or hostess when we come to take your order. Payment for the guest tray is due upon order.

The UPMC East Café is located on the 1st floor, east wing. Hours of operation are 6 a.m. until 6 p.m. Monday through Friday, and 8 a.m. until 4 p.m. Saturday and Sunday.

The Crazy Mocha® coffee shop is located on the ground floor near the garage entrance of the hospital. Hours of operation vary.

Public vending machines are located near the Emergency Department in the north wing of the hospital.

Visiting Information

UPMC East allows patients to have visitors present during the course of their stay, to provide emotional support. Each patient (or their representative, where appropriate) have the right to receive visitors they designate, either verbally or in writing, including but not limited to a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend.

Visitor privileges will not be restricted, limited, or denied on the basis of age, culture, language, race, color, national origin, religion, sex, sexual
orientation, gender identity or expression of
gender, socioeconomic status, or disability. All
visitors designated by a patient (or their
representative, where appropriate) will enjoy
visitation privileges that are no more restrictive
than those enjoyed by immediate
family members.

Patients (or their representative, where
appropriate) also have the right to withdraw or
deny consent for visitation at any time, either
verbally or in writing.

If there is a conflict with more than one person
claiming to be the patient’s support person, the
patient will be sought to declare who is the
support person. If the patient is not competent
or is found to be incapacitated, UPMC East will
follow its visitation policy to establish support
person status.

UPMC East may impose reasonable clinically
necessary restriction or limitation on visitation
based on the following:

• Any court order limiting or
  restraining contact.

• Behavior presenting a direct risk or threat
  to the patient, hospital staff, or others in
  the immediate environment, including
  threatening or violent behavior.

• Behavior disruptive of the functioning of the
  patient care unit.

• Visitation may interfere with the care of other
  patients and/or reasonable limitations on the
  number of visitors at any one time (clinical
  rationale includes patient confidentiality,
  frequent care needs of patients, and the risk
  of increased stimulation adversely affecting
  some patients).

• Patient’s need and/or request for
  privacy or rest.

• If a minor(s) accompanies a visitor, the
  minor(s) must be escorted and supervised
  by a responsible adult (not including the
  patient) during the visitation, due to inherent
  risks to the minor(s), other patients, and/or
  associates.

Visiting Hours

During regular hours of operation, visitors can
access the hospital through the main entrance
or garage area. Greeters will welcome visitors at
the main entrance and direct visitors to the
appropriate location. After 8 p.m., visitors must
enter the hospital through the Emergency
Department entrance only. Visitors will be
identified, badged, and directed to the
appropriate location by Security. Security will
be alerted of visitors that enter the hospital
through the garage area and visitors will be
escorted to the Emergency Department for
badging. If visitors wish to stay overnight, they
must tell the charge nurse. The charge nurse
will tell Security and make arrangements for the
visitor to be badged.

Parking

Parking is free in the garage located next to the
hospital. There is a covered walkway to the
hospital on the ground level of the garage. Take
a ticket when you enter the garage. This will be
used to exit. No validation is needed.

Valet parking is available Monday through
Friday, 6 a.m. until 4 p.m., in front of the
hospital’s main entrance for a small fee. After
6 p.m., Security will return your keys and tell
you where your car is parked.
Concierge/Greeter Assistance
Located at the information desks, our concierge service is available to patients and visitors. Our concierge/greeters can provide you with more information on many services including local restaurants, hotels, and driving directions. We are happy to help you and want to make your visit a pleasant experience for both you and your family.

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. Go to www.carepages.com/UPMC to get started.

E-Cards
If you can’t visit your loved one in the hospital, you can still show you care. Just send an E-Card. It’s easy to do and free. An E-Card is an electronic greeting card that you can personalize for your loved one who is staying at a UPMC hospital. To get started, go to ecards.upmc.com. Once you create an E-Card, a staff member will print it out in color and hand-deliver it to your loved one’s room at no cost to you.

Condition Help
Condition Help is a patient safety hotline that patients and families can call when there is a change in the patient’s condition and the patient or family is unable to get the attention of a health care provider. When hospital operators receive a Condition Help call, a rapid response team is activated to address the patient concern.

The Condition Help program provides a hotline for hospital patients and their family members to call when there is:
- An emergency when patients or loved ones can’t get the attention of hospital staff.
- A communications breakdown in how care is given.
- Uncertainty over what needs to be done.

To activate Condition Help, dial 112 from any phone in the facility.

Why does UPMC have Condition Help?
UPMC is the forerunner among hospitals in the United States for the use of rapid response teams to address urgent patient concerns. We began using Condition Help to empower patients and their visitors to help prevent medical errors and breakdowns in communication regarding patient care.

What happens after Condition Help is called?
Every Condition Help call brings a rapid response team immediately to the patient’s bedside and includes a follow-up meeting the next day, which serves as a learning experience for the staff. Condition Help is non-punitive; staff members will not get in trouble if a patient calls a Condition Help. The goal is to use patients and their family members as an integral part of the care team.

Patient Personal Property
Valuables and other items that are not needed should be left at home. These items may be accidentally lost during your stay in the hospital. A safe is provided in each patient room for keeping valuables. UPMC is not responsible for any patient valuables or other personal property brought to the hospital.
Comforts from Home
Some items from home can greatly improve your comfort in the hospital:

• Your comb or brush
• Your toothbrush and toothpaste
• Your favorite toiletries such as soap, shampoo, and deodorant
• Reading materials

If you have forgotten these, don’t worry. You are welcome to have a friend or family member deliver them to you. Or, our friendly staff will be happy to provide you complementary supplies if they are needed. For assistance, please ask your nurse or contact Guest Relations.

Patients are asked not to bring valuables, large sums of money, or small appliances, such as hairdryers or electric razors. If you have these items with you upon admission, we encourage you to send them home with a trusted friend or family member.

Cell Phones and Wireless

Wireless Service
Having a loved one in the hospital can be worrisome. We at UPMC want to help you through this experience. For your convenience, free wireless service is available to access the Internet on laptops and other computer devices while in a UPMC Wi-Fi hotspot.

To log on:

• Click “Settings”

• Click “Network Connections” on your laptop or computer device

• Choose GIA (Guest Internet Access) to connect

Please read and follow all posted signs in the hospital regarding 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 operating rooms, transplant intensive care rooms, and radiology imaging rooms. Do not use cell phones or any wireless devices within 6 feet of medical equipment in patient care areas.

Gift Shop
The hospital gift shop is conveniently located on the 1st floor next to the patient and visitor elevators. An assortment of gifts, flowers, sundries, and reading materials are available for purchase. Hours of operation vary.

Spiritual Care
UPMC East recognizes that spirituality often plays an important part in the healing of many patients. Our meditation room and meditation garden are available on the ground floor, east wing for patients, families, and visitors. In addition, our staff would be happy to help you arrange for a spiritual care visit upon request. For directions or more information on these services, please contact your nurse or Guest Relations at 412-357-3800.

Tips for Your Health and Wellness
While you are in the hospital, here are some tips for your health and wellness that may be helpful:

• Talk to your health care team. Always feel free to ask questions or have something explained if you don’t understand. Patients and family members are important members of the health care team. Feel free to take notes and include your family to help you make important decisions.

• Know your medicines. Before you leave the hospital, ask someone to teach you about your medicines. This includes the name of the medicine, the reason you need to take them, and possible side effects.
• Pain control. We want you to be as comfortable as possible. As soon as you start to feel pain, let one of our staff know so we can help you. If you get pain relief before the pain becomes bad, it takes less medicine to make you feel better.

• Prevent infections. Wash your hands often. The most important step to prevent the spread of germs and infections is hand washing. Here are the recommended steps using soap and water:
  > Wet your hands and wrists with warm water.
  > Use soap to work up a good lather and rub hard for 15 seconds or longer.
  > Rinse your hands well, and then dry them.
  > Use a clean paper towel to turn off the water.

Our staff also has responsibility to prevent infections, and they may wear gloves, gowns, masks, or eye protection while caring for you.

• Prevent falls. There are many reasons people feel unsteady when getting out of bed or walking by themselves. This includes being on pain medicine, having surgery, or being in bed for a long time. If you think you need help, ask before getting up to walk. We are here to help you.

• Stay active. An important part of recovery is to get out of bed and move. Your care team wants you to get back to your usual activity level as soon as possible. They will encourage you to:
  > Sit in a chair for meals.
  > Walk to the bathroom.
  > Walk in the hallway 3 times a day.

Please check with your nurse to see if it is safe to get out of bed on your own without help from a care team or family member.

If you have other educational needs about your health condition, please ask your nurse or other health care provider.

For More Information
Please visit UPMC.com for a full health library of education materials to support your health and wellness. Go to UPMC.com/Health Library from your mobile device or home computer.

Patient Rights
And Responsibilities
Effective February 2016

Patient 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 able to make 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. A physician shall inform you of any 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.
• 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, genetics, sexual orientation, gender identity, 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.**

• This provides you or your designee, upon request, access to all information contained in your medical records unless access is specifically restricted by the attending physician for medical reasons.

**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.

• To full information and counseling on the availability of known financial resources for your health care.
• To expect that the facility will provide you with 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 conditions 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 that staff cleanse their hands before treating you.

Please ask our staff to identify themselves before treating you, and remind them to check your identification before treatments or medicines are 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, illegal substances, 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 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 visitors 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 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 Emergency Medical Treatment and Active Labor Act (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.

**Non-discrimination in Patient Care**

It is the policy of UPMC East to comply with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975, and all requirements imposed by them, so that no person shall on the grounds of race, color, national origin, disability, or age be excluded from participation in, denied benefits of, or otherwise subjected to discrimination in the provision of any care or service. Other agency guidelines prohibit discrimination on the basis of ancestry, religion, sex, sexual orientation, gender identity, marital, familial, or status as a disabled veteran or a veteran of the Vietnam era. If you have questions regarding this policy, please contact the Guest Relations Department at 412-357-3800.

**UPMC No Weapons Policy**

UPMC does not allow weapons or illegal substances of any kind on its property, regardless of any permits you may have. 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, illegal substances, alcoholic beverages, or other items considered unsafe for the care environment.

**Notary Services**

To find a notary in Pennsylvania, please use the information below.

Pennsylvania Association of Notaries (PAN)
800-944-8790
[www.notary.org/Search/Notary](http://www.notary.org/Search/Notary)

**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 of care concerns, coverage decisions, and concerns about your discharge.**

- **Expect a 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  
  patientsafetyreport@jointcommission.org

- Concerns regarding quality of care or premature discharge may be addressed to:

Livanta  
Attn: Review Services  
9090 Junction Drive Suite 10  
Annapolis Junction, MD 20701  
**1-866-815-5440**
UPMC East
2775 Mosside Boulevard
Monroeville, PA 15146

To make an appointment, or for more information, call 412-357-3000 or visit us at UPMC.com/East