A Guide to Your Hospital Stay

UPMC Hamot and Magee-Womens, UPMC Hamot

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 ______________________________________________________

Patient privacy code* ____________________________________________________________

The above patient privacy code allows someone other than yourself to receive information about your health while you are at UPMC Hamot. We recommend that you give this code to one person involved in your care. In order for that person to obtain limited health information about you, they must identify you by name, identify themselves, and provide the following patient privacy code.
Please notify your caregiver if you speak [language]. Interpretation services are provided at this facility free of charge.

**Nepali**
तपाईं नेपाली भाषा बोल्नुहुन्छ भने कृपया आफ्नो सेवाकर्मीलाई जनाउनुहोस्। यहाँ निष्कुल दोभाषी सेवा उपलब्ध गराइन्छ।

**Spanish**
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**
إن كنت تتكلم العربية، نرجو إبلاغ القائمين بخدمتك. تُتقديم خدمات الترجمة الالكترونية في هذه المنشأة حالياً.

**Mandarin**
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**
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.
### UPMC Hamot — TV Channel Listing
(Updated February 2017. Subject to change.)

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<th>Channel</th>
<th>Station/Network</th>
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</thead>
<tbody>
<tr>
<td>12.1</td>
<td>WICU (NBC) HD</td>
</tr>
<tr>
<td>24.1</td>
<td>WJET (ABC) HD</td>
</tr>
<tr>
<td>35.1</td>
<td>WSEE (CBS) HD</td>
</tr>
<tr>
<td>54.1</td>
<td>WQLN (PBS) HD</td>
</tr>
<tr>
<td>54.2</td>
<td>WQLN (PBS) S1</td>
</tr>
<tr>
<td>54.3</td>
<td>WQLN (PBS) S2</td>
</tr>
<tr>
<td>61.1</td>
<td>Erie C.A.T</td>
</tr>
<tr>
<td>61.2</td>
<td>WSEE (CBS)</td>
</tr>
<tr>
<td>61.3</td>
<td>WJET (ABC)</td>
</tr>
<tr>
<td>61.4</td>
<td>WFXP (FOX)</td>
</tr>
<tr>
<td>61.5</td>
<td>WQLN (PBS)</td>
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<td>61.6</td>
<td>Erie Ed. Acc</td>
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<td>61.7</td>
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<td>61.8</td>
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<td>61.11</td>
<td>CREATE (PBS)</td>
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<tr>
<td>61.12</td>
<td>WBEP (CW)</td>
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<tr>
<td>62.1</td>
<td>CSPAN</td>
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<tr>
<td>62.3</td>
<td>HSN</td>
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<td>62.4</td>
<td>QVC</td>
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<td>EVINE</td>
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<td>62.6</td>
<td>NEON</td>
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<tr>
<td>62.7</td>
<td>POP</td>
</tr>
<tr>
<td>62.8</td>
<td>STO</td>
</tr>
<tr>
<td>62.9</td>
<td>PCN</td>
</tr>
<tr>
<td>66.1</td>
<td>WFXP HD (FOX)</td>
</tr>
<tr>
<td>95.1</td>
<td>C.A.R.E CHANNEL</td>
</tr>
<tr>
<td>95.2</td>
<td>PATIENT ED</td>
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<tr>
<td>95.3</td>
<td>CHAPEL</td>
</tr>
<tr>
<td>101.1</td>
<td>DISNEY HD</td>
</tr>
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<td>103.1</td>
<td>NICK HD</td>
</tr>
<tr>
<td>106.1</td>
<td>CARTOON NET HD</td>
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<tr>
<td>112.1</td>
<td>Family-HD</td>
</tr>
<tr>
<td>130.1</td>
<td>DISCOVERY-HD</td>
</tr>
<tr>
<td>131.1</td>
<td>TLC</td>
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<tr>
<td>132.1</td>
<td>SCIENCE HD</td>
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<tr>
<td>133.1</td>
<td>ANIMAL HD</td>
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<tr>
<td>134.1</td>
<td>NAT GEOGRAPHIC</td>
</tr>
<tr>
<td>135.1</td>
<td>HISTORY</td>
</tr>
<tr>
<td>150.1</td>
<td>HGTV-HD</td>
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<tr>
<td>151.1</td>
<td>Food-HD</td>
</tr>
<tr>
<td>155.1</td>
<td>TRAVEL HD</td>
</tr>
<tr>
<td>201.1</td>
<td>USA HD</td>
</tr>
<tr>
<td>202.1</td>
<td>TBS-HD</td>
</tr>
<tr>
<td>203.1</td>
<td>TNT-HD</td>
</tr>
<tr>
<td>204.1</td>
<td>A&amp;E HD</td>
</tr>
<tr>
<td>205.1</td>
<td>FX</td>
</tr>
<tr>
<td>207.1</td>
<td>Comedy-HD</td>
</tr>
<tr>
<td>208.1</td>
<td>E! TV-HD</td>
</tr>
<tr>
<td>209.1</td>
<td>BRAVO HD</td>
</tr>
<tr>
<td>216.1</td>
<td>BET HD</td>
</tr>
<tr>
<td>220.1</td>
<td>Tru TV HD</td>
</tr>
<tr>
<td>224.1</td>
<td>Sci-Fi-HD</td>
</tr>
<tr>
<td>225.1</td>
<td>BBC HD</td>
</tr>
<tr>
<td>250.1</td>
<td>MTV HD</td>
</tr>
<tr>
<td>277.1</td>
<td>AMC HD</td>
</tr>
<tr>
<td>278.1</td>
<td>Lifetime</td>
</tr>
<tr>
<td>301.1</td>
<td>ESPN-HD</td>
</tr>
<tr>
<td>302.1</td>
<td>ESPN2-HD</td>
</tr>
<tr>
<td>303.1</td>
<td>ESPN U HD</td>
</tr>
<tr>
<td>304.1</td>
<td>ESPN Classic</td>
</tr>
<tr>
<td>305.1</td>
<td>ESPN News HD</td>
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<tr>
<td>308.1</td>
<td>STO HD</td>
</tr>
<tr>
<td>309.1</td>
<td>Fox Sports-HD</td>
</tr>
<tr>
<td>316.1</td>
<td>GOLF HD</td>
</tr>
<tr>
<td>317.1</td>
<td>FXP1HD</td>
</tr>
<tr>
<td>323.1</td>
<td>NBC Sport HD</td>
</tr>
<tr>
<td>346.1</td>
<td>NFL HD</td>
</tr>
<tr>
<td>350.1</td>
<td>CNN-HD</td>
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<tr>
<td>351.1</td>
<td>CNN HLN HD</td>
</tr>
<tr>
<td>352.1</td>
<td>FXNC</td>
</tr>
<tr>
<td>354.1</td>
<td>MSNBC HD</td>
</tr>
<tr>
<td>355.1</td>
<td>CNBC HD</td>
</tr>
<tr>
<td>356.1</td>
<td>BLOOMBERG</td>
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<tr>
<td>370.1</td>
<td>WEATHER HD</td>
</tr>
<tr>
<td>602.1</td>
<td>HBO</td>
</tr>
<tr>
<td>604.1</td>
<td>HBO2</td>
</tr>
<tr>
<td>642.1</td>
<td>SHOWTIME</td>
</tr>
<tr>
<td>643.1</td>
<td>SHOWTIME2</td>
</tr>
<tr>
<td>803.1</td>
<td>Telemundo</td>
</tr>
</tbody>
</table>
## 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><strong>Safe Sleep for Your Baby Right From the Start</strong></td>
<td>8:40 a.m.</td>
<td>4:25 p.m.</td>
<td>12:10 a.m.</td>
</tr>
<tr>
<td><strong>Preventing Shaken Baby Syndrome</strong></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.

**Start times are available on demand for your convenience. Please ask the staff for assistance accessing programs.
Welcome Letter from David Gibbons, President

UPMC Hamot is nationally recognized for delivering high-quality services. We serve as the region’s leading health system, as well as a top employer and community steward. These reasons and many more are why I am proud to serve as UPMC Hamot’s president.

UPMC Hamot is committed to excellence and upholds the values of quality, health, and healing. Each day, our highly skilled employees, physicians, and volunteers find ways to advance patient care and service.

We are dedicated to making your experience with UPMC Hamot positive. Please reference this handbook to learn more about your stay and always ask questions and share concerns.

Thank you for choosing and supporting UPMC Hamot.

Sincerely,

[Signature]

David Gibbons
President
UPMC Hamot
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For More Information
If you have any questions about our services, please call the operator at 814-877-6000 and they will make sure you are connected with the right person or department.
Important Information for Your Stay

Caregivers You May Meet

You will receive care from many staff members during your hospital stay. Below is a list of various staff members who may assist in your care:

Acting Interns are senior level medical students with the responsibility of an intern.

Advanced Practice Practioners (APP) may either be a licensed certified registered nurse practitioner (CRNP) or physician assistant (PA). The APP provides clinical services to patients under the direction of a supervising physician. They follow established standards, procedures, and practices, and give specific patient care directions to nursing staff and other members of the health care team.

Attending Physicians are the senior doctors on the team who supervise the residents and interns taking care of you.

Clinical Nurse Specialists specialize in skin and wound care and management of pain and complex symptoms. Your doctor or health manager may refer you to us.

Clinicians are highly developed professional nurses that have demonstrated expertise in clinical practice. Under the direction of the unit director, they serve as a role model to other nursing staff and oversee the general coordination of clinical activities on a shift basis. Along with other health care providers, clinicians apply focused knowledge and skills to achieve quality patient care outcomes.

Health Unit Coordinators provide clerical support by answering call bells and phones, and by using the computer to assist with your care.

Hospitalists 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 physician (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 is 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 Housekeeping directly.

Intern Physicians are the junior doctors on the team who are responsible for the day-to-day management of your care.

Lactation Consultants assist with breastfeeding if you need extra help or want to buy breastfeeding supplies for at home use.

Medical Students are third and fourth-year medical students who observe your progress but do not contribute to your care.

Patient Care Technicians and Nursing Assistants’ primary function is to assist in your care, help you to the bathroom, take your vital signs, draw your blood, and perform other special tasks.

Pharmacists work with doctors and nurses to help develop and monitor drug therapies.

Physical and Occupational Therapists help patients to regain control, strength, and coordination to increase their ability to perform activities.

Registered Dietitians provide recommendations to doctors regarding special diets for patients.
Registered Nurses (RNs) are responsible for your overall care. RNs perform many skills to help you get well, and will teach you about your medicine and other important information. Please ask our RNs 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.

Resident Physicians have a medical degree, are doing postgraduate studies in a medical specialty, and contribute to your care.

Respiratory Therapists provide breathing treatments, exercises, and techniques.

Social Work Care Managers work with health managers, nurses, and doctors to coordinate your plan of care before admission, during your stay, and after discharge.

Unit Directors are nurses who have overall responsibility for the daily operation of the patient units and nursing staff.

If people you do not know come into your room to assist in your care, please feel free to ask who they are and what duties they perform.

Patient Relations

Among the many people who will contribute to your care at UPMC Hamot are Patient Relations staff members.

How Can We Help?
Our Patient Relations coordinators can help to facilitate communication between you and our health care staff. We can assist with questions you may have about your care. If you are unable to resolve your concerns with your health care team, we can help to resolve any problems you may have. We also are here to provide encouragement and support.

To Contact Us
You can talk with a Patient Relations coordinator by phone or arrange a meeting. To contact us, call 814-877-3767.

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.

Hearing Assistance

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

- Printed educational materials
- Closed-captioned 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 a TDD or any of the aids listed above, ask the nursing staff on your patient unit. To obtain hearing impaired and deaf interpreting services, contact Patient Relations at 814-877-3767.

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. To request an interpreter, please ask your caregiver. For information, contact Patient Relations by phone at 814-877-3767, or ask a member of your care team.

Accessibility

UPMC Hamot 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 and resources are also 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

Ordering Patient Meals

UPMC Hamot serves your meals through At Your Request Room Service Dining. This innovative dining program allows you to select meals from a menu designed to make you feel as though you are eating at home or at your favorite restaurant. Here is what you will need to do:

- Choose what you would like to eat from the menu at your bedside. For the convenience of our patients, UPMC Hamot also offers menus printed in Spanish, Russian, or large-print. Additionally, we can provide a picture menu for our patients who need further assistance.

- Call 814-877-3636 to place your order. Please allow enough time for delivery. Our goal is to deliver your meal within 45 minutes to 1 hour.

Room service is available from 6:30 a.m. to 7 p.m.

UPMC Hamot Dining Room

The UPMC Hamot Dining Room (cafeteria) is located on the Ground Floor, North Complex. Guests are welcome to eat in the Dining Room during the following hours:

Monday through Friday: 6:30 a.m. to 2 p.m.
Saturday and Sunday: Closed

Lobby Café

The UPMC Hamot Lobby Café offers a selection of coffees, teas, fresh soups, made to order sandwiches, pizzas, desserts, and more.

Hours are:
Monday through Friday: 6:30 a.m. to 7 p.m.
Saturday and Sunday: 6:30 a.m. to 6 p.m.
Kern's Kafé
Kern's Kafé, located inside Magee-Womens, UPMC Hamot, offers Starbucks® drinks, fresh-baked muffins, grab-and-go sandwiches, and other food options.

Hours are:
Monday through Friday: 7 a.m. to 7 p.m.
Saturday and Sunday: Closed

Guest meal vouchers are available to buy.

Visiting Information
UPMC Hamot allows patients to have visitors present during the course of their stay to provide emotional support. All patients (or their representatives, where appropriate) have the right to have visitors they choose, 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.

Visitors should be 8 years of age or older. Children must be accompanied and supervised by an adult. Special arrangements for younger children may be made with the mutual consent of the nurse director and the patient and/or family.

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 chosen 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 asked to declare who is the support person. If the patient is not competent or is found to be incapacitated, UPMC Hamot will follow the Visitation Policy to establish support person status. UPMC Hamot 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 to the functioning of the patient unit.
• Visitation that 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 risk of infection by the visitor.
• Visitor’s risk of infection by the patient.
• Extraordinary protections because of a pandemic or infectious disease outbreak.
• Patient’s need and/or request for privacy or rest.

Visiting Hours for UPMC Hamot
General visiting hours are from 8 a.m. to 8 p.m. After general visiting hours, security requires visitor badges to be issued. All visitors over the age of 18 must show photo ID. Visitors are generally limited to 2 per patient. Please understand that it may be necessary to restrict visitors to ensure a safe and therapeutic environment for everyone.
Visiting Hours for Magee-Womens, UPMC Hamot
Our patient and family centered care philosophy offers flexibility for visitation. An enhanced security procedure featuring visitor passes to gain access to Magee-Womens, UPMC Hamot is in use. All visitors over the age of 18 are required to show photo ID and will be issued a visitor pass. No children under the age of 18 are permitted to stay overnight. The following visitation guidelines are unit specific:

- Triage Area: Visitors may be limited to 1 support person due to space limitations. Children are discouraged from visiting in triage.

- Labor and Delivery Suites: Patients may select 2 support people to be allowed in the labor and delivery suites, or 1 support person in the surgical bay. Support people will be given a wristband to wear. Please understand that once selected, the support person(s) cannot give their wristband to someone else. Please understand that it is necessary to restrict visitors to ensure a safe and therapeutic environment. For special circumstances please contact the Labor and Delivery Unit at 814-877-8300.

- Mother-Baby Suites: General visiting hours are from 8 a.m. to 8 p.m. Children visiting must be accompanied by an adult who is not the patient at all times. Designated primary support person(s) may visit at any time.

- Neonatal Intensive Care Unit (NICU): Parents may visit the NICU at any time. Additional visitors are encouraged from 8 a.m. to 8 p.m. and are limited to 4 at a time. One of the visitors must be a parent or main support person with an ID band. Siblings above the age of 2 years old who are current on all immunizations are encouraged to visit. Sibling visitation will be limited during cold and flu season.

- Pediatrics: Parents may visit at any time. Other visitors are encouraged to visit from 8 a.m. to 8 p.m. and are limited to 4 at a time.

- Women’s Services: Visitors are welcome from 8 a.m. to 8 p.m.

Accommodations
Information about local hotels is available by calling UPMC Hamot’s Information Desk at 814-877-7007 or by visiting UPMCHamot.org. Be sure to ask about preferred rates for UPMC Hamot visitors.

Parking
Valet Parking
Located at the main entrance of UPMC Hamot, valet services are available from 6 a.m. to 8 p.m. every day, including holidays. Valet parking is ideal for patients and visitors who are from out of town or who find walking longer distances a challenge. It also allows the caregiver or family member to stay with the patient rather than having to drop him or her off and park the vehicle. Valet parking is available for a small fee.

A valet will greet you at the main entrance to UPMC Hamot on State Street and take your vehicle to be parked. Please call 814-877-5454 15 minutes before you are ready to leave, and your vehicle will be returned to the front entrance. Valet parking provides a more convenient experience while you’re at the hospital.

Shorter Stays
Metered parking lots are located at Third and French streets near UPMC Hamot’s Emergency Department, as well as south of Third Street between State and French streets. A public parking ramp, operated by the Erie Parking Authority, is located just south of UPMC Hamot’s main hospital, between State
and French streets. To park in this ramp, enter on East Third Street. Hourly and daily rates are offered.

Magee-Womens, UPMC Hamot and UPMC Heart and Vascular Institute public parking is available directly outside the main entrances on East Second Street.

**Longer Stays**
For extended visits, temporary parking passes may be available at a discounted rate. Check with the ramp parking attendant for more information. Hourly and daily rates are offered. Patients and guests who prefer parking in a free lot can take the Park & Ride shuttle service for a small fee. Offered by the Erie Metropolitan Transit Authority from the Park & Ride lot on the Bayfront Highway (about 1 mile west of UPMC Hamot). The shuttle service also runs from the Intermodal Center, located northeast of the Bayfront Highway and Holland Street intersection, Monday through Saturday. Passengers are dropped off at the main entrance to UPMC Hamot.

For more information on where to park and how to pick up the shuttle, including a schedule, updated fares, and a map, visit [www.ride-the-e.com](http://www.ride-the-e.com) or call 814-877-7007.

**Escort Service**
On request, UPMC Hamot will provide evening escort service from the hospital to your vehicle parked in the hospital parking garages. To request a security escort, call 814-877-6666.

**Banking**
ATM banking machines are located in the following areas:
- UPMC Hamot Main Lobby
- UPMC Hamot Heart and Vascular Institute

**Pharmacy**
You may choose any pharmacy you wish. However, Bayside Pharmacy is a convenient choice to fill prescriptions. Located across from UPMC Hamot at 300 State St., it is open weekdays from 8:30 a.m. to 5 p.m. and on Saturdays from 8:30 a.m. to noon.

Bayside Pharmacy can fill prescriptions you are given at the time of your discharge from the hospital. You can even have your prescriptions delivered to your room before you leave. Payments of cash, check, or credit card are accepted. Please ask your nurse or health care provider for details about this program, or call 814-877-6785.

**Telephone**
To reach phone numbers within the hospital, dial the **4 digit phone number**. To dial phone numbers outside the hospital, dial **9 + area code + 7-digit phone number**.

Note: Phones are closed to incoming calls from 10 p.m. to 6 a.m. so as not to disturb patients.

**Carepages**
While your loved one is staying with us, take a few minutes and create a CarePages website. 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 [www.carepages.com/UPMC](http://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, log on 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 and 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 814-877-7300 or simply dial ext. 7300 from any UPMC Hamot phone.

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, meaning that 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.

Safety
It is important to be extra careful and safety-aware while you are in the hospital. Please do as staff ask regarding hospital policies and procedures in order to keep all of our patients, visitors, and staff safe. Ask your visitors to follow the rules and regulations too. Security service is available 24 hours a day. Please call 814-877-6666.

Patient Personal Property
Please leave personal property, such as jewelry, large amounts of cash, and sentimental items at home. UPMC is not responsible for any patient valuables or other personal property brought to the hospital. To deposit valuables in the hospital’s safe, please call Security at 814-877-6666.
Lost and Found
To ask about a lost or found item, please call 814-877-3767.

Cell Phones and Wireless
Wireless Service
Having a loved one in the hospital can be worrisome. We at UPMC Hamot 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

Cell Phone Usage
Please read and follow all posted signs in the hospital regarding restrictions on the use of cell phones, wireless computers, and other wireless devices. For the sake of privacy for both patients and our staff, video taping, recording, and photography is prohibited.

Gift Shop
Located in the Main Lobby, Lori’s Gifts offers gifts for all occasions. Our shop specializes in get well gifts, cards, and UPMC Hamot apparel, as well as a selection of flowers. To contact Lori’s Gifts, call 814-877-7084.

Healing Garden
The UPMC Hamot Medical Staff and UPMC Hamot Aid Society Healing Garden, located off the main lobby of the medical center, combines trees and perennial plantings with natural stones, and features pathways and seating in order to offer a serene space for patients, families, and caregivers.

Spiritual Care
The UPMC Hamot Pastoral Care/Chaplaincy Service has 2 chaplains (including a Catholic Priest) to provide for the religious and spiritual needs of the patients, families, and staff of any faith at UPMC Hamot and at Magee-Womens, UPMC Hamot. As part of the health care team, they are committed to the care of the whole person. As chaplains, they endeavor to identify the spiritual and emotional needs of all who desire their services. They provide healthy and meaningful care that connects with the person’s needs. However, your own clergy are always welcome at any time.

You may reach a chaplain at their voice mail number, 814-877-2336. In an emergency, contact the UPMC Hamot operator at “0” or dial 814-877-6000 and ask the operator to contact the chaplain. The Interfaith Chapel at UPMC Hamot (ground floor) and the Reflection Room at Magee-Womens, UPMC Hamot (1st floor) are always open. Catholic Mass is celebrated at the UPMC Hamot Chapel Sunday through Thursday at 11 a.m. Masses can be watched on your TV on channel 95.3.
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 it, 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 a 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 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 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, 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, 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.
• 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 any 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 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 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 for arranging 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 for making and keeping 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 Hamot 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 Patient Relations Department at **814-877-3767**.
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

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 by calling 814-877-3767.

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