



A GUIDE TO

Your Hospital Stay



Welcome Letter from Robert C. Jackson, President

Welcome to UPMC Horizon and thank you for trusting us with your care.



At UPMC Horizon, high-quality care means exceptional health care services and experiences. We provide this with the dedication and compassion of every member of our hospital team. Our entire team is focused on providing a caring and healing environment for both you and your family.

Hospital stays can be stressful, so we've developed a few ways to help you feel as comfortable as possible.

During your stay, you can expect to be visited by a nurse leader, who manages all staff members on your unit. We call this nurse leader rounding. This visit will take less than 5 minutes and helps us be sure that your care needs are being met. You will also see our nurses doing bedside shift report, which is when the nurse going off duty meets with you, your loved ones and the nurse going on duty who will start taking care of you. Please use these opportunities to ask questions and share any concerns or suggestions you may have.

You will also see a white board in your room called the communication board, which is a tool we use to help keep you updated on the important details of your care during your stay. This will list things such as your room number, diet, activities, upcoming tests, and the names of your care team members. Every day, we will also give you a printed document called My Daily Plan of Care that will list your scheduled procedures, tests and lab results, and medicines. We encourage you to share this care plan with your family members and loved ones.

Your feedback is important to us as it guides how we care for our patients. Nurse leader rounds, bedside shift report, communication boards and my daily plan of care are ways for you to tell us about your needs and share any concerns you may have about your care.

After you leave the hospital, you may receive a survey through mail or email that will ask you questions about your stay. I would like to personally request that you please take a few moments to complete this survey to let us know how we did. Your input is very important in our efforts to give our patients and families the best possible experience.

From all of us at UPMC Horizon, we promise to go the extra mile to provide you with excellent care and service. Our teams are here to support you in the hospital and prepare you for success after your stay.

Sincerely,

A handwritten signature in black ink that reads "Robert C. Jackson Jr." in a cursive script.

Robert C. Jackson, President
UPMC Horizon

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For More Information

If you have any questions about our services, please call the operator at **888-447-1122** and they will make sure you are connected with the right person or department.

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

You have access to interpretation services 24/7 at no personal cost to you. This chart includes languages commonly spoken in our community. Additional languages are available. For more information or to request language interpretation services, please ask a care team member.

English: Do you speak [language]?
We will provide an interpreter at no personal cost to you.

<p>Spanish</p> <p>Spanish ¿Habla español? Le proporcionaremos un intérprete sin costo alguno para usted.</p> <p>Español</p>	<p>Somali</p> <p>Somali Ma ku hadashaa Af Soomaali? Waxaan kuu helaynaa tarjumaan bilaa lacag ah.</p> <p>Af Soomaali</p>
<p>Nepali</p> <p>Nepali तपाईं नेपाली बोल्नुहुन्छ? हामी तपाईंको लागि निःशुल्क रूपमा दोभाषे उपलब्ध गराउने छौं।</p> <p>नेपाली</p>	<p>Burmese</p> <p>Burmese သင် မြန်မာစကား ပြောပါသလား။ ကျွန်ုပ်တို့ စကားပြန် တစ်ဦးကို သင့်အတွက် ကုန်ကျစရိတ် မရှိစေပဲ ပေးပါလိမ့်မည်။</p> <p>မြန်မာ</p>
<p>Arabic</p> <p>Arabic هل تتحدث اللغة العربية؟ سوف نوفر لك المترجماً فورياً بدون أي تكلفة عليك.</p> <p>اللغة العربية</p>	<p>Kirundi</p> <p>Kirundi Uvuga ikirundi? Tuzokuronsa umuntu agusigurira ata mahera utanze.</p> <p>Ikirundi</p>
<p>Mandarin</p> <p>Mandarin 您讲国语吗？我们将免费为您提供翻译。</p> <p>中文</p>	<p>Bengali</p> <p>Bengali আপনি কি বাংলায় কথা বলেন? আমরা আপনাকে একজন দোভাষী (ইন্টারপ্রিটার) দেব যার জন্য আপনার ব্যক্তিগতভাবে অর্থব্যয় করতে হবে না।</p> <p>বাংলা</p>
<p>Swahili</p> <p>Swahili Je, unazungumza Kiswahili? Tutakupatia mkalimani bila gharama yoyote kwako.</p> <p>Kiswahili</p>	<p>Korean</p> <p>Korean 한국어를 사용하십니까? 무료로 통역 서비스를 제공해 드리겠습니다.</p> <p>한국어</p>
<p>Russian</p> <p>Russian Вы говорите по-русски? Мы абсолютно бесплатно предоставим вам переводчика.</p> <p>Русский</p>	<p>Kinyarwanda</p> <p>Kinyarwanda Mbese uvuga ikinyarwanda? Tuzaguha umusemuzi utiyishyurira wowe ubwawe.</p> <p>Ikinyarwanda</p>
<p>Vietnamese</p> <p>Vietnamese Quý vị nói được tiếng Việt không? Chúng tôi sẽ cung cấp một thông dịch viên miễn phí cho quý vị.</p> <p>Tiếng Việt</p>	<p>French</p> <p>French Parlez-vous français ? Nous vous fournirons gratuitement un interprète.</p> <p>Français</p>
<p>Uzbek</p> <p>Uzbek Siz O'zbek tili da gaplashasizmi? Biz bepul tarzda sizga tarjimon beramiz.</p> <p>O'zbek tili</p>	<p>Italian</p> <p>Italian Parla italiano? Le forniremo gratuitamente un interprete.</p> <p>Italiano</p>

UPMC LIFE CHANGING MEDICINE

American Sign Language (ASL)



CYRACOM
 Language Solutions

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Important Information for Your Stay

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

Patient Care Management

UPMC Horizon is committed to providing safe and timely services, treatment, and care. We know that hospitals can be confusing. It helps to know that you have an advocate, someone working with you — and with your nurses and doctors — to be sure you get the right care, at the right time, in the right place. Patient care management professionals, such as nurses and social workers, provide this service.

Hospitals are very complex. Many people are part of the team providing your care. Patient care management professionals work with your team to help make sure you don't have to stay in the hospital longer than absolutely necessary.

Caregivers You May Meet

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

Doctors

We have the primary responsibility for your care while you are in the hospital. You may see your regular primary care doctor (PCP) during your stay, or you may be under the care of one of our hospitalists.

Hospitalists

We are doctors who have chosen to practice inside the hospital with a focus on inpatient care. We care for hospitalized patients on a daily basis. We will maintain and uphold communication with your 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.

Nursing Staff: RNs (Registered Nurses)

We are responsible for your overall care. We perform many skills to help you get well. We 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.

Patient Care Technicians (PCT) 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, and perform other special tasks with you. We wear hunter-green scrubs.

Advanced Practice Providers (Nurse Practitioners, Physician Assistants, and Others)

We support the work of your doctors by helping 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.

Environmental Services (Housekeeping)

We are responsible for cleaning your room each day. Our goal is to ensure that every patient room is kept clean and neat. If you have any special requests, please feel free to contact the Environmental Services department directly with the number listed in the back of this handbook. We wear black pants with gray tops.

Health Unit Coordinators (HUCs)

We provide clerical support by answering call bells and phones, and we use the computer to assist with your care. We wear navy blue scrubs.

Respiratory Therapists

We give you breathing treatments, monitor oxygen needs, help with life support equipment, and teach you about your lung health. We wear navy blue scrubs.

Technologists and Technicians

We serve a variety of roles at UPMC Horizon, 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.

Social Workers and Case Managers

We work with care managers, nurses, and doctors to coordinate your plan of care before admission, during your stay, and after you leave the hospital. 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 gray or black scrubs.

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 notify your nurse.

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 **724-589-6240**.

Accessibility

UPMC Horizon 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. Accessible resources include:

- Accessible parking
- 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

Nutritional Services serves nutritional meals prepared in accordance with your doctor's instructions. Every attempt is made to satisfy your food preferences or religious dietary needs. Guest trays are available for purchase at all meal times.

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

Shenango Valley Campus

- Breakfast: 7 to 9:30 a.m.
- Lunch: 11 a.m. to 1:30 p.m.
- Dinner: 5 to 7 p.m.

Greenville Campus

The cafeteria is open from 7 a.m. to 7 p.m. Hot meals are served during the times below. Limited selection is available outside the designated time frames.

- Breakfast: 7 to 9:30 a.m.
- Lunch: 11 to 1:30 p.m.
- Dinner: 5 to 7 p.m.

Market C

Market C is a 24-hour, 7-days-a-week dining option located in the space previously occupied by the hospitality shop at the Shenango Valley Campus.

Market C is open to patients and visitors from 7 a.m. to 11 p.m.

Between 11 p.m. and 7 a.m., you will need a hospital badge to gain access.

Choose from a variety of selections including:

- Gourmet sandwiches
- Snacks
- Salads
- Cold beverages
- Barista-style hot beverages
- Frozen entrees
- Ice cream

To purchase items, you will use a self-service kiosk.

Vending Machines

Vending machines are located across from the Outpatient Center at the Greenville campus and behind the Emergency Department at the Shenango Valley campus.

Visiting Information

Visitors are welcome at UPMC Horizon at any time with the patient's consent or the consent of the patient's designated representative. However, visiting hours may be changed based on the patient's condition or restricted by the patient's doctor or nurse if necessary.

According to regulatory agencies, including The Joint Commission, the Healthcare Facilities Accreditation Program, and Centers for Medicare & Medicaid Services, UPMC Horizon must meet the following visitation guidelines:

- Inform each patient or support person of their visitation rights, including any clinical restrictions or limitations on such rights, in writing.

- Inform each patient or support person of the right, subject to consent, to receive the visitors whom they designate, including, but not limited to, a spouse, domestic partner (including same-sex domestic partner), another family member, or friend, and the right to withdraw or deny such consent at any time.
- Justified clinical restrictions, which may be imposed on a patient's visitation rights.
- Not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.
- Ensure that all visitors enjoy full and equal visitation privileges consistent with patient preferences.

Selection of Designated Visitors

UPMC Horizon will accept verbal confirmation from a patient about those individuals who are permitted to visit and those who are not.

Visitor Guidelines

- If the patient is not available for visitation, visitors should wait in any family lounge in the hospital.
- Be polite. Respect the privacy of all other patients by keeping your voice low and turning down the volume on the television or radio. Wear appropriate attire, including shirts and shoes, and avoid using strong perfumes or aftershave. Although cell phone use is permitted anywhere in the hospital, please keep your cell phone on silent or vibrate to reduce noise.
- Visitors should be limited to 2 at a time. Visits should be kept short to allow the patient time to rest.
- After 8 p.m., visitors should enter and exit the hospital through the Emergency Department.
- Visitors who would like to spend the night should speak with the nurse so that appropriate accommodations can

be made. Overnight guests in Birth Place must be age 18 or older, or the patient's significant partner.

- Children younger than 12 are discouraged from visiting patients in the hospital. This guideline protects young children from exposure to infection. Children older than 12 years old who visit the hospital must be accompanied by an adult at all times. This rule applies to all patient rooms, lobbies, corridors, public restrooms, family lounges, and the cafeteria or vending areas.
- Please check with the nurse before offering the patient anything to eat or drink. The patient may be on a restricted diet.

Parking

Free parking is available to patients and visitors at both the Greenville and Shenango Valley campuses. Upon request, Security provides evening escort services from the hospital to the parking lots. To request an escort, dial "0" from a hospital phone to be connected to the operator and ask for Security.

Greenville Campus

Visitor parking is available in the west parking lot on North Main Street, west of the designated Outpatient Center parking lot. Parking is also available in the lower east lot at the rear of the hospital, off Leech Road, from 6 a.m. to 8:30 p.m. every day. Visitors should use the west parking lot from 8:30 p.m. to 6 a.m. and enter through the Emergency Department. Please use the main lobby entrance during all other hours.

Shenango Valley Campus

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

Telephone and Television

UPMC Horizon provides telephone and television service at no charge to patients.

Phones

A bedside phone service is available at no charge for local calls. Phone service in patient rooms is available during the following hours:

- Maternity – 6 a.m. to 9 p.m.
- All other care units – 6 a.m. to 10 p.m.

The phone service provided by the hospital allows you to have your own private phone. Local calls may be made by dialing “9” followed by the 10-digit phone number. For long distance calls, dial “30,” the area code, and the seven-digit number for connection with the long distance operator. Do not dial “1” before the area code. Long distance calls cannot be charged to the hospital. You may charge toll calls to your home phone or your credit card, or you may call collect.

To report problems with your phone, dial “0” for the hospital switchboard.

TV

TV service is provided by the hospital at no charge. The speaker is set at a low volume so other patients will not be disturbed. Please be considerate of other patients by turning off your TV or changing the station to the C.A.R.E Channel (95.1) by 11:30 p.m. Any problems with your TV or speakers should be reported to the nursing staff. Privately owned TVs are not permitted in the hospital.

C.A.R.E. Channel

The C.A.R.E (Continuous Ambient Relaxation Environment) channel is a therapeutic station that lowers anxiety, eases pain, helps with sleep and restfulness, and lowers harmful effects of noise. It features original instrumental music. Daytime programming features images of nature and then the program transitions into overnight images. You can use the C.A.R.E. channel on channel 95.1 on your TV.

Condition Help

Condition Help is a patient hotline line 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 in which 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.
- Concern about a noticeable change in a patient’s medical condition that the health care team is not recognizing.

To activate Condition Help, dial **5555** at the Greenville campus or **5511** at the Shenango Valley campus 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 include patients and their family members as an integral part of the care team.

Patient Personal Property

UPMC Horizon is not responsible for loss of clothing, money, valuables, dentures, glasses, or any other items that you decide to keep with you while you are a patient. UPMC will not be responsible and will not replace any property lost, broken, or stolen that you decide to keep with you, or any property brought to you while you are a patient.

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 bring them to you. Or our friendly staff will be happy to provide you with complimentary supplies if they are needed. Please ask your nurse. 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 UPMC Guest 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.

Spiritual Care

UPMC Horizon recognizes that spirituality often plays an important part in the healing of many patients and provides:

- An interfaith chapel, located on the 1st floor of the Greenville Campus near the Outpatient Center.
- An interfaith chapel, located on the 1st floor of the Shenango Valley Campus on the way to the cafeteria.
- Pastoral care services are available at your request. You may arrange to be visited by the clergy of your choice. If arrangements were not already made during your admissions process, please ask your nurse for assistance in requesting a clergy visit.

You may choose to have a clergy visit if you:

- Feel anxious about your condition.
- Are anticipating surgery.
- Receive upsetting news.
- Are facing a difficult decision.
- Are grieving over a loss.
- Have a religious question.
- Are struggling with the meaning of your illness.
- Want someone to pray with you.

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

Oncology Patient Care Fund

The Oncology Patient Care Fund at UPMC Horizon was established to provide emotional comfort and financial support to our oncology patients and their families, as well as to support national cancer research and educational organizations. The fund, administered by a team of UPMC Horizon staff members, has brightened the lives of patients and their families in a variety of ways, including supplying gas cards for patients who have to travel for their treatment, gift certificates, medical equipment, and getaway packages, to name a few. The goal of the fund is to improve the health and well-being of cancer patients and their families. For more information, call the Cancer Registry at **183-6671** from your inpatient room phone.

UPMC Horizon Community Health Foundation

The UPMC Horizon Community Health Foundation is dedicated to improving the health of the communities served by UPMC Horizon. Its mission is to contribute to an improved quality of life in UPMC Horizon’s service area through sponsorship of programs that improve health care access to area residents; promote improved health and wellness; identify, call attention to, and address unmet human service needs; and promote cooperation among area health and human service organizations. For more information or to make a donation to the UPMC Horizon Community Health Foundation, call **183-4599** from your inpatient room phone.

Notary Public Services

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

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.

Patient Advocate/Patient Relations

Our staff’s goal is to provide you with the best medical care available in a concerned and compassionate manner. Each employee plays a key role in this ongoing effort. To this end, we make every effort to resolve any problems you may encounter while in our care.

Any questions or concerns you may have should be discussed with staff directly involved in your care. However, if you encounter a problem that you feel has not been resolved by our staff, please feel free to dial **183-6240** from your bedside telephone. This will put you in contact with the Patient Advocate during business hours or voicemail after hours. The Patient Advocate reviews all messages and will be in contact with you either during your hospital stay or at your home, should you leave the hospital the next day.

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

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.

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 Horizon 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, 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 **724-589-6240**.

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.

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 St.
Harrisburg, PA 17120

- You may also contact The Joint Commission, a hospital accreditation organization:

- > At **www.jointcommission.org**, using the "Report a Patient Safety Event" link in the Action Center on the home page

- > By fax to **630-792-5636**

- > By mail to:

The Joint Commission
Office of Quality and Patient Safety
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

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

Livanta
BFCC-QIO
ATN: Review Services
9090 Junction Drive Suite 10
Annapolis Junction, MD 20701
1-866-815-5440



For a full library of health education materials, go to [UPMC.com/HealthLibrary](https://www.upmc.com/HealthLibrary).

Hospital Telephone Directory

Billing.....	1-844-591-5949
Blood Donation -Central Blood Bank.....	1-866-366-6771
Chaplain.....	From your hospital phone dial “0” for operator.
Environmental Services (Housekeeping):	
Greenville	724-589-6309
Shenango Valley.....	724-983-7544
Hospital Operator Assistance.....	1-888-447-1122
Medical Records:	
Greenville	724-589-6152
Shenango Valley.....	724-983-7166
Nutritional Services:	
Greenville	724-589-6206
Shenango Valley.....	724-983-7172
Parking	From your hospital phone dial “0” for operator.
Patient Information.....	From your hospital phone dial “0” for operator.
Patient Relations	724-589-6240
Patient Safety Officer	724-589-6303
Security/UPMC Police	From your hospital phone dial “0” for operator and give your location, hospital campus, and room number.
Care Management:	
Greenville	724-589-6143
Shenango Valley.....	724-983-7550
Social Services:	
Greenville	724-589-6897
Shenango Valley.....	724-983-7515
UPMC Horizon Community Health Foundation.....	724-983-7159
Volunteer Services	724-983-7505

Notes

Notes



UPMC

LIFE CHANGING MEDICINE

UPMC Horizon-Greenville

110 North Main St.
Greenville, PA 16125
724-588-2100

UPMC Horizon-Shenango Valley

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

[UPMC.com/Horizon](https://www.upmc.com/horizon)

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.