UPMC Horizon PATIENT HANDBOOK

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 patienteducation.UPMC.com (select Smoking). If you’re interested in “Becoming a Quitter,” call 1-800-QUIT-NOW (1-800-784-8669) or visit www.1800quitnow.org. Also see information in the Healthy Lifestyle section of this handbook.

UPMC HORIZON PATIENT HANDBOOK
A Message from Our President

Welcome to UPMC Horizon, and thank you for entrusting your care to us. We recognize that a hospital stay, whether planned or unexpected, can be a time of stress and concern. It’s a time when you need to be assured that you are receiving the best care available.

At UPMC Horizon, we think that quality care is more than state-of-the-art technology and clinical expertise. It’s also the dedication and compassion of every member of our hospital team. That’s why we work very hard to attend to all of your needs and assure that your stay is as comfortable as possible.

During your stay, you will see references to “Your Care. Our Commitment.” This initiative ties four core values — quality and safety, dignity and respect, care and compassion, and community — to the care we provide for our patients. You also may see cards around the hospital for our “Above and Beyond” program. If you feel a physician, staff member, or volunteer has gone above and beyond in providing exceptional service, we encourage you to fill out one of these cards and give it to any staff member.

Shortly after you leave the hospital, you may be randomly selected to receive a patient satisfaction survey about your hospital stay. Please take a few minutes to let us know about your experience at UPMC Horizon by completing and returning the survey. Your feedback is important to help us continue to improve care.

Please keep this handbook with you during your stay and take it home after you are discharged. In it you will find general information about UPMC Horizon and a note page for writing down questions you may have.

UPMC Horizon is part of UPMC, which has been ranked among the best hospitals in the nation. We are proud of our staff and the services they provide, and we know they will go the extra mile to ensure that the care you receive is of the highest caliber. We will do our personal best to take care of you.

Sincerely,

Donald R. Owrey
President
YOUR CARE. OUR COMMITMENT.

A Message from Our Chief Nursing Officer

At UPMC Horizon, we conduct a Bedside Report to keep you better informed of your plan of care, medication, tests, and progress while you are a patient at our hospital. Bedside Report guarantees that your nurse will discuss your care in your presence during shift changes to introduce you to your new nurse and to ensure proper communication of all important information. We will strive to minimize any interruptions in your care while this process takes place.

In the event that you have visitors at your bedside, we will ask them to step out briefly while we conduct the report. If you wish for your visitors to stay during your report, please let us know. If you are sleeping during the change of shift report, a nurse will check on you but the verbal report will be done elsewhere to allow you to rest without interruption.

We know that Bedside Report will benefit you by keeping you better informed of your progress. It also allows us to continue to maintain the highest quality of care that you expect as a patient of UPMC Horizon.

Thank you for allowing us to care for you at our facility.

Sincerely,

Melissa Kolin
Chief Nursing Officer/Vice President, Patient Care Services

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

Doctors/Hospitalists
We have the primary responsibility for your care while you are in the hospital. You may see your regular family doctor during your stay, or you may be under the care of one of our hospitalists. A hospitalist is a member of a team of doctors devoted to inpatient care. We also may consult a specialist if needed.

Nursing Staff: RNs/LPNs
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.

We generally wear white scrubs, unless you are on a specialized unit (such as Birth Place, where the nurses wear sea-foam green scrubs, or in Critical Care Unit (CCU), where the nurses wear blue scrubs).

Patient Care Technicians and Nursing Assistants
Our primary function is to assist in your care. We will help you to the bathroom, take your vital signs, draw your blood, 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 assisting them with treating patients, performing procedures, and documenting your care. We may accompany your doctor or see you separately. In either case, our goal is to provide you with great care.

Housekeeping
We are responsible for cleaning your room each day. Our goal is to ensure that every patient room is kept clean at all times. If you have any special requests, please feel free to contact the housekeeping department directly. We wear teal scrubs.

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 and oxygen therapy if needed. 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 tan or black scrubs.

STAFF RECOGNITION
If you feel a member of your care team has been exceptional and you would like to recognize that person, UPMC Horizon has recognition programs to highlight superior staff members.

Above and Beyond
You may see forms for our Above and Beyond program throughout the hospital. If you feel a member of our staff has gone above and beyond their regular job duties to provide quality service for you and your family members, we encourage you to fill out an Above and Beyond form. Please ask your nurse if you would like an Above and Beyond form.

DAISY Award
The DAISY Award is a nationwide program that rewards and celebrates the extraordinary clinical skill and compassionate care given by nurses every day. DAISY stands for “diseases attacking the immune system.” The name was taken from the DAISY Foundation, which was established by the family of J. Patrick Barnes, who died from complications of idiopathic thrombocytopenia purpura (ITP), an autoimmune disease. DAISY Award nomination forms are available on our patient care units. If you would like to nominate a nurse for the DAISY Award, ask a staff member for a form.

PATIENT SAFETY
Patient Safety Guidelines
Please speak up! Remind us if we do not:

• Introduce ourselves and make sure our identification badge is visible.
• Clean our hands before any procedure.
• Check your identification band and/or chart before any medicine or procedure.
• Explain the care and medicines you will receive.
• Stop a treatment if it does not seem quite right.

If you have any suggestions about patient safety, please call the Patient Safety Officer.

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 AND LANGUAGE INTERPRETATION
To meet the special needs of patients and visitors who are hearing impaired or deaf, we offer qualified sign language interpreters and oral translators, as well as auxiliary aids, such as TDD/TTY and Braille for sensory-impaired patients and visitors. These services are provided free of charge to all patients and family members. If you have a need for any device or special service during your stay, please do not hesitate to inform a member of your patient care team.

Language interpreter services are available to patients and their families at no cost. For information, contact the nursing supervisor or ask the nursing staff on your care unit.
ACCESSIBILITY
UPMC Horizon ensures that services are accessible to, and useable by, disabled persons, including persons who are deaf, hard of hearing, or blind, or who have other sensory impairments. Access features include:
- Convenient off-street parking designated at both campuses specifically for disabled persons.
- Level access into the first floor at both campuses, with elevator access to all other floors.
- Assistive and communication aids provided to persons who are deaf, hard of hearing, or blind, or with other sensory impairments.

QUESTIONS TO ASK ABOUT YOUR CARE
Questions That Involve Being in the Hospital
1. What is wrong with me?
2. What is it called?
3. What is being done to treat my illness?
4. Will I need to make changes in the way I live because of my illness?
5. Is there any information you can give me to learn more about my illness?

Questions to Prepare You for Going Home
1. How long do you think I may be in the hospital?
2. What time of day will I be able to leave the hospital?
3. Is there any information you can give me to learn more about my illness?
4. Will I need to make changes in the way I live because of my illness?

VISITATION
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 altered 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, except for the Critical Care Unit (CCU), please keep your cell phone on silent or vibrate to reduce noise.
- Visitors should be limited to two 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 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.

COMING TO THE HOSPITAL
Parking
Free parking is available to patients and visitors at both the Greenville and Shenango Valley campuses.

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

Shenango Valley Campus
The visitor parking lot is located in the front of the hospital. Please enter through the main lobby from 6 a.m. to 8:30 p.m. and through the Emergency Department from 8:30 p.m. to 6 a.m. Upon request, security provides evening escort service from the hospital to the parking lots. To request an escort, dial “O” for the operator and ask for security.

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

Important Information for Your Stay
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 meals.

Visitors may purchase meals in the cafeterias at either campus during designated meal times, which are as follows:
- Breakfast: 7 to 10:30 a.m.
- Lunch: 11 a.m. to 1:30 p.m.
- Dinner: 5 to 7 p.m.

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

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

If you have any questions about parking, call Ext. 6268 for the Greenville campus or Ext. 8733 for the Shenango Valley campus.
SERVICES FOR PATIENTS AND FAMILIES

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

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

Telephones
Bedside telephone service is available at no charge for local calls. Phone service in patient rooms is available during the following hours:
- Maternity – 6 a.m. to 9 p.m.
- All other care units – 6 a.m. to 10 p.m.

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

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

PAY TELEPHONES are available in the main lobby, the Critical Care Unit lounges, and in the Emergency Department waiting rooms.

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

Cell Phones/Wireless Communication Devices
If you choose to bring a wireless communications device, such as a cell phone or tablet, please note that your device may cause some electronic equipment to malfunction. Personal wireless communication devices may be used in patient care areas if the user is more than six feet from affected medical equipment. Please turn your device off if you are within six feet of this equipment. Questions may be directed to the hospital Patient Safety Officer.

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

CONDITION HELP
Condition Help is a patient safety hot 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 hot line 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, and give:
- Your name
- Room number
- Patient’s name
- Patient’s concern

The operator will immediately activate Condition Help. This alerts a team of medical professionals to come to the patient’s room to assess the situation.

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.

YOUR PRIVACY AND INFORMATION — HIPAA
You have privacy rights under a federal law that protects your health information. These rights are important for you to know. Federal law sets rules and limits on who can look at and receive your health information. Information is shared and discussed with the patient and with the patient’s permission, the health care proxy, and/or the next of kin on record.

Who Must Follow This Law?
- Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes, and many other health care providers.
- Health insurance companies, HMOs, and most employer group health plans.
- Certain government programs that pay for health care, such as Medicare and Medicaid.

What Information Is Provided?
- Information your doctors, nurses, and other health care providers put in your medical records.
- Conversations your doctor has with nurses and others regarding your care or treatment.
- Information about you in your health insurer’s computer system.
- Billing information about you at your clinic.
- Most other health information about you held by those who follow this law.

You have rights over your health information. Providers and health insurers who are required to follow this law must comply with your right to:
- Ask to see and get a copy of your health records.
- Share private notes about your mental health counseling sessions.
GIFT SHOP HOURS
Shenango Valley Campus
- Monday through Friday, 9 a.m. to 8 p.m.
- Saturday and Sunday, 12:30 to 4:30 p.m.
Greenville Campus
- Monday through Saturday, 9:30 a.m. to 8 p.m.
- Sunday, 1 to 5 p.m.

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

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 Ext. 6671.

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 Ext. 7159.

MEDICAL EQUIPMENT RECYCLING PROGRAM
The Medical Equipment Recycling Program (MERP) was established to help area residents obtain the medical equipment they need to increase their independence. MERP provides refurbished medical equipment to those who lack the insurance coverage or financial means to purchase new equipment. MERP accepts all kinds of used medical equipment, such as blood pressure machines, canes, crutches, walkers, and wheelchairs.

If you have medical equipment that you no longer use, please call 724-983-8737 to help those less fortunate.

NOTARY PUBLIC
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” to ask the operator.

CAREPAGES
While your loved one is staying with us, take a few minutes and create a CarePages website. It’s free and easy to do. CarePages are free, private websites that you create and personalize. Family, friends, and patients can develop a CarePages website to use during and after a hospital stay and during long-term care. Log on to www.carepages.com/UPMC to get started. For help, contact CarePages Customer Support toll-free at 1-888-852-5521.

Discharge Information

DISCHARGE PLANNING
During your stay, your caregivers will work with you and your family to plan for when you leave the hospital. Below is a list of important things you and your family should know to prepare for discharge.

- Know about your health condition and what you can do to help yourself get better.
- Know about problems to watch for and what to do about them.
- Know the reason why you are taking prescribed medicines and their side effects.
- Know the contact information of the home medical equipment company.
- Know your appropriate level of activity.
• Know how to perform any tasks that require special care at home.
• Know when your follow-up appointment needs to be scheduled.
• Ask your caregivers to get prescriptions and other special-need items early, so that you will not need to make extra trips after you leave the hospital.

Preparing for to Leave the Hospital
The you leave from the hospital can be busy. There are a number of things to do to prepare for discharge. You should begin thinking about them the day you are admitted. Use the checklist that follows to help you.

• Who will pick you up from the hospital?
• Will your ride be available when you need it?
• Do you need us to make other arrangements for transportation?
• What clothes will you wear when you leave the hospital?
• Does someone need to bring them in?
• How will you get your prescriptions filled?

Care After You Leave the Hospital
There are times when patients may need additional care or treatment after being discharged from the hospital. UPMC Horizon has services available to you, if needed, after you leave the hospital. Case Management communicates required clinical information to managed care organizations. They help with your care and discharge planning needs.

Social Services can assist patients and families during the discharge process. They can provide you with information about community resources, including a listing of nursing and personal care homes. Case Management and Social Services are here to advise and support you.

Leaving the Hospital
Your doctor and nurses will work with you and your family to make your discharge as smooth as possible. Our case managers may make arrangements for you to go to another facility, such as a nursing home or rehabilitation facility. They also can help to arrange for services from community agencies and transportation when you leave the hospital. They can also provide for home nursing care or home health care equipment or supplies if necessary.

Most attending doctors make the final decision to discharge patients after seeing them in the morning on the actual day they are to leave the hospital. You should make arrangements for a family member or friend to take you home from the hospital as soon as your discharge has been determined by your doctor. When possible, we encourage discharge during the morning hours.

Day You Leave the Hospital
Once your doctor has approved your discharge, your nurse will discuss discharge procedures with you, and arrangements can be made with your family to take you home. If you have any questions after your discharge, please call the telephone number that is listed on the discharge instructions you receive.

Final Suggestions for Smooth Discharge:
• Check with your nurse that you are approved to leave the hospital.
• Once the discharge is finalized by the doctor, the nurse will prepare written discharge instructions and review them with you. Please do not leave until you and/or your family member have been instructed to do so by your nurse.
• Please instruct your family member or friend to come to your room to assist you.
• Please make sure all belongings have been packed to take with you.
• Transport staff is available to assist you in taking your belongings to your vehicle. Please ask the nurse to arrange for a transporter or you may choose to walk out with your family member.

Your Medicare Discharge Rights
During your hospital stay, the hospital staff will be working with you to prepare for safe discharge and arrange for services you may need after you leave the hospital. When you no longer need inpatient hospital care, your doctor or the hospital staff will inform you of your planned discharge date.

If you think you are being discharged too soon:
Talk to the hospital staff, your doctor, and your managed care plan (if you have one) about your concerns. You also have the right to an appeal, or a review of your case, by a Quality Improvement Organization (QIO). The QIO is an outside reviewer hired by Medicare to look at your case to decide whether you are ready to leave the hospital.

Payment of Bills
If you cannot pay all or a portion of your self-pay balances, UPMC strongly suggests that you call the UPMC Financial Assistance office at 412-432-5500, or toll-free 1-800-854-1745. UPMC personnel can assist you in applying for government assistance programs (Medical Assistance or Medicare) or other potential assistance, including charity care.

Medical Assistance Options
You can seek aid for your bills for services provided by UPMC doctors, as well as inpatient and outpatient services provided by UPMC hospitals. You can request financial aid before service, during treatment, or at time of billing.

If you do not have hospital, health, or accident insurance; are not covered by workers’ compensation; and feel you are financially unable to pay a hospital bill, contact our financial counselor at the time of admission for possible assistance. A full-time financial counselor is available to assist with direct accounts and matters pertaining to personal finances. Please feel free to discuss appropriate financial business in this office, which is located off the main lobby at the Greenville campus and on the first floor in the main hallway at the Shenango Valley campus.

If you cannot pay all or a portion of your self-pay balances, UPMC strongly suggests that you call the UPMC Financial Assistance office at 412-432-5500, or toll-free 1-800-854-1745. UPMC personnel can assist you in applying for government assistance programs (Medical Assistance or Medicare) or other potential assistance, including charity care.

If you do not communicate with UPMC to resolve your account and explore all financial assistance options, including partial or full charity care, we will turn over your account(s) to a collection agency or to a law firm for additional collections. These firms will report to credit bureaus and will take legal action.

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

Medical Assistance Options
You can seek aid for your bills for services provided by UPMC doctors, as well as inpatient and outpatient services provided by UPMC hospitals. You can request financial aid before service, during treatment, or at time of billing.

If you do not have hospital, health, or accident insurance; are not covered by workers’ compensation; and feel you are financially unable to pay a hospital bill, contact our financial counselor at the time of admission for possible assistance. A full-time financial counselor is available to assist with direct accounts and matters pertaining to personal finances. Please feel free to discuss appropriate financial business in this office, which is located off the main lobby at the Greenville campus and on the first floor in the main hallway at the Shenango Valley campus.

If you cannot pay all or a portion of your self-pay balances, UPMC strongly suggests that you call the UPMC Financial Assistance office at 412-432-5500, or toll-free 1-800-854-1745. UPMC personnel can assist you in applying for government assistance programs (Medical Assistance or Medicare) or other potential assistance, including charity care.

If you do not communicate with UPMC to resolve your account and explore all financial assistance options, including partial or full charity care, we will turn over your account(s) to a collection agency or to a law firm for additional collections. These firms will report to credit bureaus and will take legal action.
SCHEDULING FOLLOW-UP APPOINTMENTS

After you leave the hospital, your doctor may request that you have additional tests or exams as part of your ongoing medical care. Tests may be scheduled through Central Scheduling by calling 724-589-6681 or 724-983-8664.

UPMC Horizon Imaging Services offers a wide range of radiology testing, expert radiologists, and advanced imaging equipment at our hospitals and at several community locations. For more information about Imaging Services, call 724-589-6681 or 724-983-8664.

PATIENT SATISFACTION

Shortly after you leave the hospital, you will receive a confidential survey from Press Ganey Associates, Inc., a national polling organization contracted by the hospital to survey our patients.

The survey has two sections, both of which are designed to gather feedback on your hospital experience. We continually strive for responses of “very good” and “always.”

Although your feedback is vital to us and we encourage you to respond to the survey, please do not wait until you receive it to address any concerns or issues.

ADVANCE MEDICAL DECISIONS

Patients have the right to decide what medical care they want to receive in any situation. This includes choices about extraordinary measures to sustain life, such as CPR (cardiac resuscitation), dialysis, and ventilator support. Ideally, the patient and doctor make these decisions together, but in a time of crisis, it can be difficult to make these decisions. With serious illness or injury, the patient may be unable to communicate his or her wishes and desires about care.

This is why making medical decisions in advance is important. To make sure your doctors and your loved ones know your wishes, you can name an agent (a substitute decision maker) and/or complete a living will (advance directive). You can cancel either one at any time. Making these decisions in advance makes it much easier for everyone involved. UPMC supports the Five Wishes® Advance Directive. If you wish to receive a copy, please ask your nurse or social worker.

Difficult Decisions, Ethics Committee

There may be times when you and your family will be faced with difficult treatment choices. Our Ethics Committee, which participates in the ethical policy-making process, is available as a resource for information and advice. The committee guides, educates, and assists hospital staff, family members, patients, and caregivers as they confront difficult or, in many cases, painful decisions. The members of the committee may be consulted when families or caregivers feel the need for clarification of legal issues.

A request to meet with the Ethics Committee can be made through your physician or health care provider. If you have any ethical concerns, please contact a member of your care team.

Patient Education

HAND WASHING TO PREVENT INFECTIONS

Germs and Infection

The purpose of UPMC’s Infection Control Program is to prevent the spread of germs. Germs and infections can travel from patient to patient, from patient to staff and visitors, or from staff to patients and visitors. The information below tells you about guidelines to reduce your risk of infection while you are in this hospital or other health care facilities. If your family or friends are feeling ill, please ask them not to come to the hospital to visit you.

Cleaning Your Hands

The most important step to prevent the spread of germs and infections is hand washing. Wash your hands often. Be sure to wash your hands each time you:

• Touch any blood or body fluids.
• Touch bedpans, dressings, or other soiled items.
• Use the bathroom or bedpan.

If you are coughing, sneezing, or blowing your nose, clean your hands often. Before you eat, always clean your hands.

Here’s how you should clean your hands with soap and water:

• Wet your hands and wrists with warm water.
• Use soap. Work up a good lather, and rub hard for 15 seconds or longer.
• Rinse your hands well.
• Dry your hands well.
• Use a clean paper towel to turn off the water.
• Throw the paper towel away.

Here’s how you should clean your hands with hand sanitizers (waterless hand cleaners):

• For gel product use one application.
• For foam product use a golf-ball size amount.
• Apply product to the palm of your hand.
• Rub your hands together. Cover all surfaces of your hands and fingers until they are dry.

Standard Precautions

Health care workers often wear gloves, gowns, masks, or eye protection. Staff may wear some of these protective items while caring for you. This practice is called “standard precautions.” This practice protects all patients and staff from germs and infections.

Special Precautions

Sometimes a patient has a germ that can easily spread to other people. To protect others from the germ, “special precautions” are used. These special practices prevent the spread of the germs that can cause disease. If you have a known or suspected infection that requires special precautions, your nurse will explain these practices to you.

If you have questions:

UPMC wants your stay to be as pleasant as possible. It is important that you understand the need for hand washing, standard precautions, and special precautions. If you have any questions, please ask your nurse or doctor. You also may contact Infection Control if you have questions. Please tell your nurse if you want to do so.

PAIN CONTROL

Keeping your pain under control is important to your well-being. It will help you to eat better, sleep better, and move around more easily. If your pain is under control, your visits with family and friends will be more enjoyable.

Ask for Help With Your Pain

Some people feel that they should just put up with pain. They think it is childish to tell anyone about pain or to take medicine for it. Other people don’t want to be a bother. These people tend to say nothing about pain until it is so bad they can’t stand it. This is not a good idea. When pain becomes that bad, it is much harder to control. If you get pain relief before the pain reaches that point, it will take less medicine to make you feel better.

We want you to be as comfortable as possible. The nurses will give you pain medicine as soon as possible after you ask for it. Several times each day, our staff will ask if you have pain and how bad it is, but you don’t have to wait to be asked. If you need help for pain, tell the nurse right away. Use the call button if you have one.

Tell Us About Your Pain

To help speed your recovery, we ask that you think about your level of pain. The doctors and nurses count on you to tell them how bad the pain is. We cannot measure pain with a test. Instead we will ask that you tell us about your pain in one of the following ways:
Word Scale
For some people, it is easiest to tell how bad the pain is by choosing one of five words to describe the pain. These words are:
None - Mild - Moderate - Severe - Excruciating
(worst pain imaginable)

Zero to 10 Pain Rating Scale
For other people, it is easiest to tell how bad the pain is by using a scale from 0 to 10. On this scale, 0 means no pain at all, and 10 is the worst pain possible.

Wong-Baker FACES® Pain Rating Scale
With this scale, each face is for a person who either feels happy because he has no pain, or feels sad because he has some pain or a lot of pain. Face 2 hurts just a little bit. Face 4 hurts a little bit more. Face 6 hurts even more. Face 8 hurts a whole lot. Face 10 hurts as much as you can imagine, but you don’t have to be crying to feel this bad. The doctor or nurse will ask you to choose the face that shows how you are feeling.

Pain Medicines Are Safe
Pain medicines are safe and helpful when given by doctors and nurses. Some people worry that they will become addicted to the medicine they get for pain, but that almost never happens when these medicines are used for the relief of pain. Talk to your doctor or nurse if you are worried about this.

Some Things Make Pain Worse
Pain or discomfort may be greater:
• After operations (surgery).
• When doing certain activities.
• During the healing process.

Take pain medicine before walking or exercising. The medicine can make that activity less painful and perhaps help to speed your recovery.

Not Just Medicines
We may use other methods beside pain medicines to help control your pain. These may include:
• Putting heat or cold on the painful area
• Mild electrical stimulation of the nerves
• Physical therapy
• Massage therapy
• Occupational therapy
• Relaxation techniques

PREVENTING FALLS

Falls Are a Threat to Your Health
Falling can have bad effects on your health. Injury from a fall can lead to losing your independence. A fall can be very serious, especially if you have just had surgery or you have an illness. The following information tells you how to reduce your risk for falls and what to do if you fall.

In the Hospital
When you’re in the hospital, it’s important to do what the health care staff tell you to do. This is for your safety. For example, to reduce your risk of falling, you may be asked to call for help to get out of bed or a chair. You should use your call light and wait for help to arrive. You may be asked not to get out of bed or walk by yourself until the staff make sure you can do so safely.

You also should take a good look around your hospital room. Become aware of your surroundings. Awareness reduces your chance of falling.

Certain factors increase your risk of falling in the hospital. Following is a list of risk factors and ways to reduce your risk.

Medicines
The side effects of medicine may increase your risk of falling. Talk to your nurse or doctor about the possible side effects of any medicines you take. Some medicines may affect your mental or physical state. For example, pain medicines and sleeping pills can make you drowsy and weak. Be very careful when you walk after taking these medicines. Sit on the side of the bed for a minute before you get up to walk.

Some medicines may affect your body functions. For example, diuretics cause you to urinate more often. Bowel preps make it necessary for you to get to the bathroom immediately. Blood pressure medicines may make you dizzy when you go from a lying to a sitting position. Sit on the edge of the bed until the dizziness passes.

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Call for Help Before You Get Up
Call for help if you feel weak or dizzy, especially if your nurse or doctor has told you to do so.

If your doctor has told you to call for help to get out of bed, you must do so even when you’re in a hurry. There may be furniture in your path that you could stumble over. If you have an intravenous (IV) line, a catheter, or oxygen, the equipment must go with you. It may be hard to manage by yourself, and you could lose your balance. For your own safety, request help.

You may want to ask for a bedside toilet or keep a bedpan next to you for an emergency.

Footwear
When you wear stockings or socks without shoes, you have a greater risk of falling. Wear shoes or slippers when you are getting out of bed. Ask the staff for a pair of slippers, or bring slippers from home.

Lighting
Walking in the dark is dangerous. You can trip over objects that you can’t see. Turn on the light before you get out of bed.

Vision
If you don’t see well, your risk of falling is greater. Blurred vision is a side effect of some medicines. Cataracts and other eye diseases can limit your vision. Be sure to wear your glasses or contact lenses. If you have trouble seeing, talk to your doctor or nurse.

Drops and Spills
If you spill water or any beverage, do not try to clean it up yourself. You may miss a spot. If you drop an item on the floor, do not try to pick it up. Bending over can make you dizzy, and you could fall. Do not lean out of bed to try to pick something from the floor. Call for help if you drop or spill something.

Diseases and Falls
Some diseases affect your physical strength and balance. For example, Parkinson’s is a disease of the nerves and muscles that can affect the way a person walks. If you have dizzines or weakness in your legs or feet, call for help to get out of bed. Other diseases affect your mental state. If you feel you’re not thinking clearly, call your nurse for help.

Confusion
When you’re in a new place, you may be confused if you wake up during the night from a sound sleep. You may not remember at first where you are or how the room is arranged. Patients who try to walk in the dark often fall. Do not get out of bed at night by yourself. Call the nurse for help.

If Medicine Does Not Help
If medicine does not help your pain, or if you are having side effects, please tell your doctor or nurse.

Tell us if you:
• Have a stomach ache, nausea, vomiting.
• Feel too sleepy.
• Are constipated.
• Itch all over.

Your doctor may order medicines that can help to relieve your side effects.
Asking for Help
Some hospital patients fall because they do not call for help. It’s better to be safe than sorry. If you’re unsteady on your feet or not feeling well enough to walk alone, please call the staff for help. If it’s hard for you to find or press the call light, tell the staff. They can provide you with a special call device.

Assistive Devices
Canes, walkers, and crutches are called “assistive devices.” These devices provide extra stability for walking and can help you to avoid falls. If you have a cane, a walker, or crutches, use them even when you’re in your hospital room. If you need help with your device, talk to your nurse or physical therapist.

When You Go Home
About 75 percent of all falls occur at home. Tripping and health problems cause most of these falls. The following information tells you how to reduce your risk of falling at home and what to do if you fall.

Tips to Prevent Tripping
To prevent tripping, take these steps:
• Lighting. Have bright lighting in your home. Bright light helps you to avoid tripping over objects that are hard to see. Be sure the stairs are well lit. Put night lights in your bedroom, hallways, and bathroom.
• Rugs and cords. Fasten rugs firmly to the floor, or use rugs with non-skid backing. Tack down all loose ends on rugs. Move electrical cords from areas of the floor where you walk.
• Grab bars. Install grab bars in the bathroom. Put them in the bath and shower and next to the toilet. Do not hold onto towel bars or soap dishes when you move in the bathroom. These items may not be strong enough to support you.
• Hand rails. Avoid using stairs without hand rails. Install sturdy hand rails on all stairs.

Kitchen items. Place kitchen items within easy reach. Do not store things too high or too low. When things are easy to reach, you will not need to use a step ladder or a stool. You also can avoid reaching and bending over by having items within easy reach.
• Footwear. Wear shoes and slippers that fit well and have firm, non-skid soles. Do not wear loose-fitting shoes or slippers.

Take Good Care of Yourself
When you stay healthy, you reduce your chance of falling. Follow these guidelines:
• Foot problems. See your doctor if you have pain or loss of feeling in your feet. You also should see your doctor if you have large, thick toenails and corns. When you have pain or discomfort in your feet, you make small changes in the way you walk. These changes can lead you to stumble and fall.
• Medicines. Talk to your doctor about possible side effects of all the medicines you take. The side effects of medicine are a common cause of falls. The more medicines you take, the more side effects you may have.
• Dizziness. If you have dizzy spells, see your doctor. Dizziness can make you lose your balance and fall. When you get up from lying down, sit for a few minutes. Then stand and get your bearings before you walk. Your blood pressure takes some time to adjust when you get up. If you stand up quickly, your blood pressure may be too low. You could then get dizzy, lose your balance, and fall.
• Canes and walkers. If your doctor suggests that you use a cane or a walker, use it. This will give you extra stability when you walk.
• Vision. See your eye doctor once a year. Cataracts and other eye diseases can limit your vision. You have more risk of falling when you don’t see well.

What to Do if You Fall
If you fall at home, remember:
• Step 1. Stay quiet for a moment — don’t panic.
• Step 2. Decide whether or not to try to get up.
If you decide to try to get up:
• Step 1. Use strong, stable furniture for support as you try to get up.
• Step 2. Take some time to recover from your fall after you get up.
• Step 3. Tell someone that you had a fall.
• Step 4. Get medical advice if necessary.
If you cannot get up, or if you decide not to try:
• Step 1. Slide or crawl to get help if you can. You may be able to reach one of the following:
  » Telephone
  » Door to the outside
  » Personal alarm device
  » Something to make a loud noise
• Step 2. Tell someone you have fallen and need help.
• Step 3. After calling for help, lie quietly until help arrives. Keep as warm and comfortable as you can.
• Step 4. Get medical advice if necessary.
If you have questions about this information, please talk with your nurse, therapist, or doctor.

HEALTHY LIFESTYLE
We at UPMC are committed to providing you with high-quality care. While you are hospitalized, a number of health care team members will provide you with information about your condition and health. The following information contains some general recommendations and guidelines for your continued health and well-being.

If you have questions about your hospitalization while you are here or after you leave the hospital, our Patient Advocate is available to assist you. Please contact us at any time with questions or concerns.

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

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

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

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

For nutrition information, contact:
• Nutritional Services at UPMC Horizon
• Nutrition Information of the American Dietetic Association at 1-800-877-1600
Regular Exercise Has Many Benefits
You should have at least 30 minutes of moderate physical activity five to seven days a week. You may need to work up to this goal — any amount of activity is good for you.
Always consult your doctor before starting an exercise program. Potential benefits of regular exercise are to:

- Maintain or reduce weight.
- Reduce stress.
- Control blood pressure.
- Positively influence diabetes control.
- Gain muscular strength, endurance, and flexibility.
- Positively affect osteoporosis and bone strength.
- Control cholesterol levels.

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

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

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

- Weigh yourself daily. Report to your doctor weight gains of more than two or three pounds overnight or one pound each day for three days in a row.
- Take your medicines as directed.
- Keep your blood pressure near normal.
- Do not smoke.
- Check for ankle swelling or abdominal bloating every day. Call your doctor about any new swelling.
- Follow your exercise and activity routine.

Report any shortness of breath to your doctor. If you are at home, call 911 or your local ambulance service if you experience:

- Severe shortness of breath.
- Chest pain.

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

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

Coumadin® Management Tips
You may be at risk for developing blood clots. Your doctor may have prescribed Coumadin® for you to help prevent blood clots from forming. Take these tips to stay healthy if your doctor has prescribed Coumadin for you:

- It is important to take Coumadin exactly as it is prescribed by your doctor, at the same time of day, usually in the evening.
- It is important to have your blood tested (this test is called PT/INR) as ordered by your doctor so that your Coumadin can be adjusted if needed.
- Diet and medicines can affect your (PT/INR) blood test result.
- Do not take or stop any medicines or over-the-counter medicine except on the advice of your doctor or pharmacist.
- Eat the same amount of Vitamin K-rich foods each day.
- Avoid major changes in your diet without first discussing it with your doctor.
- Avoid drinking alcohol while taking Coumadin.
- Tell all doctors and dentists that you are taking Coumadin.
- Coumadin can increase your risk of bleeding. Please call your doctor if you fall and hit your head, or if you have unusual bruising, prolonged bleeding, chest pain, or difficulty breathing.

Stroke Health Care Tips
Stroke is an emergency. Early recognition of symptoms and seeking medical treatment is important.

Recognize the signs of stroke
- Numbness, weakness, or inability to move your face, arm, or leg on one side of your body.
- Difficulty in speaking or understanding.
- Sudden blurred or decreased vision in one or both eyes.

- Sudden, severe, unexplained headache.
- Dizziness or loss of balance, especially with one of the above symptoms.

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

Early Detection of Cancer
Find out about recommended screenings for early detection of cancer. Call the UPMC CancerCenter Cancer and Information Referral Service at 412-647-2811 or the American Cancer Society at 1-800-227-2345.
You can find current information on cancer prevention, early detection, and treatment at www.upmccancercenters.com and www.cancer.org.

Tobacco Use
Each year, three million people die as a result of smoking. There is no safe way to smoke. Some people try to make their smoking habit safer by smoking fewer cigarettes or switching to brands with low tar and nicotine. Even when used in small amounts, all cigarettes can cause damage to your body.
If you smoke, you are more likely to die at a younger age. Smoking is not just harmful to you — it is harmful to those around you too.

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

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

Tips to Quit Smoking
Smoking harms your health and the health of those around you. Make a plan to quit smoking. Here are key points to include in your plan:

Reasons: Write down your reasons for quitting. Add more reasons to the list as you think of them.

Attitude: Work to keep your attitude positive. Focus on how you will benefit from not smoking.

Triggers: Know what triggers your urge to smoke. Avoid these things or change your behavior. For example, if the sight of cigarettes, lighters, and ashtrays is a trigger, get rid of them. If coffee is a trigger, change the brand or flavor, where you drink it, and your mug.

Cravings: “Think and do” when you get a strong urge to smoke. Mentally go over your list of reasons to quit, and repeat key words such as “stop.” Start deep breathing, squeeze a soft ball, chew gum, exercise, or begin another activity.

Date: Set a definite date on which you will stop smoking.

Pace: Remember to take it one day at a time.

Where to Go for Help
It’s hard to fight any addiction, and smoking is no different. It’s never too late to quit. If you want to stop smoking, there are medicines, therapies, and smoking cessation classes available to help you.

• UPMC Referral Center at 412-647-UPMC (8762) or 1-800-533-UPMC (8762), option 1
• UPMC self-help guide, “Journey to a Smoke-Free Life” at UPMC.com (click Patient & Visitor Resources, then choose Health and Patient Education Materials, and then select Smoking).
• UPMC website at www.UPMC.com
• American Cancer Society at 1-800-227-2345 or www.cancer.org
• Pennsylvania Free Quitline, 24 hours a day at 1-800-QUIT NOW

Good News About Quitting
Immediately after your last cigarette:
• No more burns in clothes, fingers, furniture, and car.
• Healing processes begin.

20 minutes after your last cigarette:
• Blood pressure lowers.
• Hands and feet warm up.

8 hours after your last cigarette:
• Carbon monoxide level in the blood returns to normal.

24 hours after your last cigarette:
• Heart attack risk decreases.
• Shortness of breath decreases.

3 days after your last cigarette:
• Family and friends are happy.
• Taste and smell improve.
• Skin begins to feel better.
• Energy improves.

SAFETY TIPS: 5 STEPS TO SAFER HEALTH CARE

1. Speak up if you have questions or concerns.
   • Choose a doctor you feel able to talk to about your health and your medical care.
   • Take a relative or close friend to your doctor visit if this will help you to ask questions and understand the answers better.
   • Ask questions and insist on answers that you can understand.

2. Keep a list of all the medicines you take.
   • Tell your doctor and pharmacist all the medicines you take. This includes over-the-counter medicines, such as aspirin, ibuprofen, vitamins, herbs, and other supplements.
   • Tell the doctor about any allergies or reactions you’ve had when taking a medicine.
   • Ask if you should avoid any food, alcohol, activities, sunlight, or exercise when taking a medicine.
   • Read the label, including warnings, when you get your medicine.
   • When you pick up your medicine, ask the pharmacist if it’s the medicine your doctor ordered.
   • Before you leave the pharmacist, make sure you know how to take the medicine.

3. Make sure you get the results of any test or procedure.
   • Ask your doctor or nurse when and how you will get the results of tests or procedures.
   • If you do not get the results when expected, don’t just think that the results are fine. Call your doctor to ask for the results. Ask what the results mean for your care.

4. Talk with your doctor and health care team about your options if you need hospital care.
   • If you can choose from several hospitals, ask your doctor which one has the best care and gets the best results for your condition. Many hospitals are good at treating a wide range of problems.
   • For certain tests, procedures, and surgeries (for example, heart surgery), studies show that results are often better at hospitals that do them in greater numbers.
   • Before you leave the hospital, ask about your follow-up care. Be sure you understand the instructions.

5. Make sure you understand what will happen if you need surgery.
   • Make sure you, your doctor, and your surgeon agree on exactly what will be done during the operation.
   • Tell your surgeon, anesthesiologist (AN-es-THEE-ze-AH-lo-jist), and nurses if you have allergies. Tell them if you’ve ever had a bad reaction to anesthetics (AN-es-THEE-ze-uh).

SAFETY TIPS: UNDERSTAND YOUR TESTS, PROCEDURES, AND SURGERY

When the doctor says you need a test, procedure, or surgery, you need to understand exactly what will be done and what to expect. Here are some guidelines to help you get the information you need:

• Ask your doctor to explain the test, procedure, or surgery. Make sure you understand the reason you need it.
• If you don’t understand what your doctor says, ask more questions.
• Before you talk with your doctor, write down a list of questions to ask.
• If you have a living will and power of attorney, take the information with you when you visit your doctor. These papers are also called advance directives. If you do not have advance directives, your doctor will provide you with information to help you make your decision.
• Your doctor can help you to choose a hospital. He or she can refer you to a place where many patients have had the same test, procedure, or surgery that you need.
• Remember that the purpose of tests and procedures is to help the doctor understand your condition and offer better medical care. However, you have a right to refuse any test, procedure, or surgery.

• If you have a question about your test, procedure, or surgery, call the doctor’s office that ordered it.

• Ask your doctor to explain the benefits and risks of any test, procedure, and surgery. Make sure you understand.

• Find out when your test results will be ready. If you don't hear from your doctor by that time, call the doctor’s office and ask for the results. Ask what the results mean for your condition.

• If you are having surgery, make sure your doctor explains it clearly. Before you read and sign the consent form, it is important for you and your caregiver to know exactly what will be done.

• To make leaving the hospital easier, think ahead about the following:
  » Do you have a ride?
  » Do you have prescriptions for your medicine and supplies from the pharmacy?
  » Do you have groceries?
  » What are you allowed to do at home?
  » Will you need help at home? For example, will you need home care?
  » Are you permitted to drive?
  » Do you have phone numbers for your doctor and hospital and emergency numbers in a handy place?
  » When should you see the doctor for a follow-up appointment?

**Taking Your Medicine Safely**

When you take medicine, there are important safety issues to consider. Here are guidelines to help you:

• Keep a record of all medicines you are currently taking. List all prescribed and over-the-counter (non-prescribed) medicines, vitamins, minerals, herbs, and other supplements. For each medicine on the list, include the information below:
  » Name of the medicine (brand name and generic name).
  » Date when the medicine was prescribed or started.
  » Reason for taking the medicine.
  » Possible side effects of the medicine.
  » How the medicine should be taken:
    » How much to take with each dose.
    » How many doses to take each day.
    » What time to take the medicine each day.
    » Whether to take the medicine with food or on an empty stomach.
    » Any foods or liquids you cannot have while on this medicine.
  » Keep a list of all your allergies and reactions to any medicines or vaccines.
  » Take your medicine record and your allergy/reaction list with you to every doctor’s appointment.
  » Update your medicine record when a new medicine is added or when a medicine is no longer needed.
  » Know other important information about your medicines:
    » How long to keep taking the medicine
    » What to do if a dose is missed
    » If the medicine needs to be stored in a special way
  » Keep medicines stored in their original containers when possible.
  » However, if you take a lot of different medicines try a seven-day pill organizer. This can help you to keep track of the correct time and day to take each of your medicines. It will also help you to notice if you miss any doses. You can buy a pill organizer at the drugstore.
  » Keep all of your medicines in one place. Do not store in the bathroom. Unless instructed otherwise, keep medicines away from heat, direct sunlight, and moisture.
  » Do not store your medicines next to pet medicines, cleaning products, or other household chemicals.
  » Do not take someone else’s medicines, and do not share your medicine with anyone.
  » Use the same pharmacy for all medicines if possible.
  » Destroy any medicines you no longer use in order to prevent confusion. Take old medicines out of their original containers and put both in the trash. For added safety (to protect children, pets, and the environment), mix the medicine with an disagreeable substance, such as used coffee grounds or kitty litter, before placing in a sealed bag, empty can, or other container. Do not flush medicines down the toilet unless the label or patient information that comes with it says to do so. Scratch your name and other identifying information off of the original container before discarding.
  » Call your city or county’s household trash and recycling service and ask if a drug take-back program is available. Take-back programs allow you to take unused drugs to a central location for proper disposal.
  » Always talk to your doctor or your pharmacist if:
    » You have a question about any medicine you are taking.
    » You are not able to take the medicine as prescribed.

**Get Good Information to Make Good Decisions**

To make good decisions about your health care, you need good information. Here’s how to find it:

• Contact a support group or community agency that deals with your health concern. Such organizations can offer valuable information and support. National groups may have a local chapter in your community.

• American Cancer Society: 1-800-ACS-2345

• American Diabetes Association: 1-800-232-3472

• American Heart Association: 1-800-AHA-USA-1

• National Health Information Center (NHIC): 1-800-336-4797. The NHIC helps people to get in touch with groups and resources.

• Visit your local library. Ask the reference librarian for help with your search for information about your health problem.

• Make a list of questions to ask your doctor. After learning as much as you can about your health problem, write down your list of questions for the doctor.

**How Do You Decide What Treatment Is Best?**

To make a decision, you need to:

• Research your options and find out what treatment programs are best for your health concern. Think about how you feel about the types of treatment available and look at the benefits and risks of each treatment.

• Decide what matters most to you.

• Work with your doctor to decide on the treatment that is best for you.
For your privacy, respect, dignity, and comfort, you have a right:

- To personal privacy, including:
  - During personal hygiene activities, treatments, or examinations;
  - Sharing your personal information only with your consent unless otherwise permitted or required by law;
  - Deciding if you want or do not want involvement of your family in your care;
  - During clinical discussions between you and your treatment team members;
  - To choose who you would like to have as a visitor;
  - To give or withhold consent for the facility to produce or use recordings, films, or other images of you for purposes other than your care.

Regarding our staff and environment, you have a right:

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

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

- 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.
**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 a condition that might cause you to require different treatment or additional help such as allergies or a healing problem.

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

3. **Communicate with our staff.** Let your team members know about any changes in your symptoms or conditions. If you already have an Advance Directive, Durable Power of Attorney (POA), Living Will, or organ/tissue donation, please provide us with a copy. We encourage you to ask questions and to be an active member of your care team. Please be sure your doctor knows what side or site of your body will be treated or operated on before any procedure. We encourage you to insist staff cleanse their hands before treating you. Please ask our staff to identify themselves before treating you, and remind 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 to arrange your own transportation home from the hospital and may be responsible to pay some or all of the costs related to your transportation, unless other arrangements have been made with you. We will arrange transportation for you if you are transferred to another facility or have medical needs for special transportation. These services may or may not be paid for by your insurance depending on your coverage and clinical circumstances.

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

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

**COMPLAINTS, CONCERNS, AND QUESTIONS**

You and your family/guardian have the right to:

- Tell hospital staff about your concerns or complaints regarding your care. This will not affect your future care.
- Seek review of quality of care concerns, coverage decisions, and concerns about your discharge.
- Expect a timely response to your complaint or grievance from the hospital. Complaints or grievances may be made in writing, by phone, or in person. The hospital has a duty to respond to these complaints or grievances in a manner that you can understand. To share your concerns with the hospital, please contact the hospital’s Patient Relations Department.
- The Pennsylvania Department of Health is also available to assist you with any questions or concerns about your hospital care. You can reach the Department of Health by calling 800-254-5164 or writing:
  
  Acute and Ambulatory Care Services  
  Pennsylvania Department of Health  
  Room 532 Health and Welfare Building  
  625 Forster Street  
  Harrisburg, PA 17120-0701

- You may also contact The Joint Commission, a hospital accreditation organization, at:
  
  The Joint Commission–Office of Quality Monitoring  
  One Renaissance Boulevard  
  Oakbrook Terrace, IL 60181  
  800-994-6610  
  or complaint@jointcommission.org  
  or  
  Hospital Facilities Accreditation program at 312-202-8367

**FILING A GRIEVANCE**

If a patient or a patient’s representative believes that UPMC Horizon has violated any of the rights detailed here, he or she should contact the hospital’s Patient Advocate to file a grievance.

  Patient Advocate  
  724-589-6240

Upon receipt of the grievance, UPMC Horizon will make every effort to respond in a prompt and fair manner to address the complaint. Concerns may also be addressed to the Pennsylvania Department of Health, regardless of whether or not you have made your concerns known to UPMC Horizon.

**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 please contact your Patient Relations 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, or other items considered unsafe for the care environment.
HOSPITAL TELEPHONE DIRECTORY:

Billing ................................................................. 1-800-854-1745
Blood Donation .................................................. 1-866-366-6771
Chaplain ......................................................... Dial 0 for operator
Environmental Services (Housekeeping):
   Greenville ................................................. 724-589-6580
   Shenango Valley ...................................... 724-983-7544
Gift Shops:
   Greenville .................................................. 724-589-6127
   Shenango Valley ...................................... 724-981-3500 ext. 7211
Hospital Operator Assistance:
   Greenville .................................................. 724-588-2100
   Shenango Valley ...................................... 724-981-3500
Medical Records:
   Greenville .................................................. 724-589-6152
   Shenango Valley ...................................... 724-983-7167
Nutritional Services:
   Greenville .................................................. 724-589-6206 or 724-589-6207
   Shenango Valley ...................................... 724-983-7171 or 724-983-7172
Parking ......................................................... 724-589-6268
Patient Advocate .......................................... 724-589-6240
Patient Information ....................................... Dial 0 for operator
Patient Safety Officer .................................. 724-983-7584
Security ...................................................... Dial 0 for operator and give your
location, hospital campus, and room number
Social Services:
   Greenville .................................................. 724-589-6897
   Shenango Valley ...................................... 724-983-7515
UPMC Horizon Community Health Foundation ....... 724-983-7159
Volunteer Services ........................................ 724-983-7505

UPMC HORIZON PATIENT HANDBOOK

QUESTIONS TO ASK BEFORE I GO HOME

My room number ____________________________
My phone number __________________________
Nursing unit phone number __________________

NOTES

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