A Guide to Your Hospital Stay
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 visit UPMC.com/Classes. If you’re interested in “Becoming a Quitter,” call 1-800-QUIT-NOW (1-800-784-8669) or visit pa.quitlogix.org.

My Information

My room number ________________________________

My phone number ________________________________

Nursing unit phone number ________________________________
Language Interpretation

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

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

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

**Arabic**
إن كنت تتحدث العربية، نرجو إبلاغ القائمين بخدمتكم. تقدم خدمات الترجمة الكلامية في هذه المنشأة مجانًا.

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

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

**American Sign Language (ASL)**
Please let your provider know when you make your appointment that you will need an ASL interpreter.
EMMI 2  ABC Family 38
C-Span 3  Cartoons 39
PBS 4  Disney 40
IND WPBC 5  A&E 41
CBS KDKA 6  Lifetime 42
FOX WPGH 7  MSNBC 43
ABC WTAE 8  EWTN 44
PBS WQED 9  E! 45
22 POINT 10  History 46
NBC WPXI 12  AMC 47
Local Access 13  PCN 48
Municipal Services 14  Food Network 49
ABC 15  Animal 50
Weather Channel 16  HGTV 51
WGN 19  TNT 52
QVC 20  Turner Classics 53
Local Talk 21  Comedy Central 54
TBS 23  FX 55
MTV 24  BET 56
USA 25  TV Land 57
Nickelodeon 26  Travel 58
ESPN 27  E Style 59
ESPN2 28  Discovery 61
Root Sports Net 29  TRU TV 62
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HLN Headlines 33  Religious 95
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CNBC 36  Inspiration 2 97
TLC 37
# Patient Education TV Playlist

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

*Start times may vary by a couple of minutes. Thank you for your patience.
Welcome Message from Michael A. Grace, President

Dear Patient,

At UPMC Mercy, we know that quality and providing the best possible patient experience is more than state-of-the-art clinical services and advanced technologies — it means treating our patients with respect and compassion, listening to their ideas, and using their feedback to continuously improve. In this spirit, I’d like to share with you three ways that you can provide your valuable input.

1. **Patient Representative Services:** While I hope every experience that you have while you are at UPMC Mercy will be exceptional, if you want to share a problem or concern, please call our Patient Relations Department at **412-232-7204**. Our Patient Relations Team is available to assist you Monday through Friday from 8 a.m. to 4:30 p.m.

2. **Above & Beyond Program:** To appropriately recognize excellence among our team members, we have created the Above & Beyond program to recognize associates who go the extra mile. If you’ve had an exceptional experience and want an employee or hospital department to be recognized for outstanding service, please take a moment to fill out the Above & Beyond recognition form. The forms are located throughout the hospital. We acknowledge employees, physicians, and entire departments throughout the hospital in hope to inspire others to always provide exemplary service.

3. **Patient Survey:** After your discharge from UPMC Mercy, you may receive a short and completely confidential questionnaire. Your feedback is valued. If you have questions about the survey process, please call Patient Relations at **412-232-7204**.

At UPMC Mercy, our mission is to provide the highest quality care in a compassionate manner. Thank you for choosing us.

Sincerely,

Michael A. Grace, FACHE
President
UPMC Mercy
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For More Information

If you have any questions about our services, please call the operator at 412-232-8111 and they will make sure you are connected with the right person or department.
Important Information for Your Stay

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

Care Managers
The care managers are registered nurses (RN) who work closely with you, your doctors, and other members of the health care team to coordinate your care. The care managers are available to help you make arrangements as you progress to the next level of care in your recovery.

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

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

Chaplain
Along with your health care needs, we recognize your spiritual needs while in the hospital. Spiritual Care has a diverse group of chaplains who will assist you with your spiritual needs. Sacraments are available for people from all Christian denominations.

Resident
A resident is a doctor who assists your doctor or surgeon with patient care.

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

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

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

Social Workers
The social workers act as a liaison between you, your family, and the health care team. A social worker can offer psychosocial assessments; support transition issues; mobilize resources, such as end-of-life and crisis counseling and intervention; and provide timely, appropriate, and individualized discharge planning.
**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 any of the aids listed above, ask the nursing staff on your patient unit. To obtain hearing and deaf interpreting services, contact the nursing staff on your patient care unit. For more information, visit the Disabilities Resource Center’s website at **UPMC.com/DRC**.

**Language Interpretation Services**

Language interpreter services are available to patients and their families at no cost. For information, contact the nursing staff on your patient care unit for assistance.

**Accessibility**

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

Available resources include:

- Accessible parking and valet services
- Accessible patient rooms and call bells
- Key documents in alternative formats
- Communication boards
- Magnifiers
- 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** or contact the nursing staff on your patient care unit.

**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** or contact the nursing staff on your patient care unit.
Colored Alert Wristbands

• Upon admission, or at any point during your stay, a colored alert wristband may be put on your wrist. The different colors have different meanings. These wristbands are used to quickly give health care information.

Wristband Colors and Meanings

• Red = Allergy
  This wristband is used if you have an allergy to food, medicine, dust, grass, or anything else.

• Yellow = Fall Risk
  This wristband helps to prevent falls. This tells your health care team that you may need extra help when walking, so that you do not fall.

• Pink = Restricted Extremity
  You will wear a pink wristband if you have a past or current condition that does not allow you to use a certain extremity, such as an arm or leg. You will wear the wristband on your affected limb, so that our staff know not to use it for blood draws, IV insertions, and other medical procedures.

• White = Identification Arm Band
  A white wristband is used if you are arriving at the hospital for direct, urgent, or emergency admissions; surgery; or admission into several ancillary departments. This wristband includes your name, birth date, age, sex, medical record number, account number, and date of service.

Please do not wear any wristbands that you may have received outside of the hospital. Please only wear the wristbands provided by hospital staff. Please tell your care team if a wristband falls off during your stay.

Meals

There are several food service locations available to serve your family and friends.

Cafeteria

The UPMC Mercy Cafeteria is a full-service eat-in or take-out dining facility located on the 2nd floor near the yellow elevators.

Hours:
Monday through Friday, 6 to 9:45 a.m., 10:30 a.m. to 9 p.m.
Saturday and Sunday, 6 a.m. to 7 p.m.

  Breakfast: 6 to 9:30 a.m.
  Lunch: 10:30 a.m. to 2:30 p.m.
  Dinner: 4 to 7 p.m.

Made-to-order Grill:
Monday through Friday, 10:30 a.m. to 9 p.m.
Saturday and Sunday, 11 a.m. to 7 p.m.

Made-to-order Deli:
Monday through Friday, 10:30 a.m. to 6 p.m.

1847 Café

The 1847 Café is a coffee shop with take-out and some seating available. It is located on the ground floor across from the parking garage. The 1847 Café serves Starbucks® coffee.

Hours:
Monday through Friday, 6:30 a.m. to 4:30 p.m.
Closed Saturday and Sunday.

Vending Machines

Vending machines are available on the 2nd floor near the cafeteria and in other locations throughout the hospital.

Diet Orders

If your condition permits you to eat, your doctor will order a specific diet for you. If you would like to learn more about your diet order, please dial 412-232-7534 from your hospital phone to speak with a dietitian.
Mail
Mail is delivered Monday through Friday, usually in the early afternoon. If mail for you arrives after you leave the hospital, we will forward it to your home address. Mail sent to you at the hospital should be addressed as follows:

Patient’s full name and room number
UPMC Mercy
1400 Locust St.
Pittsburgh, PA 15219

Visitation
Visitor Information
We know how important it is for family and friends to be involved in your care and to support you during your recovery. For the overall safety and security of our patients, we may need to limit the number of visitors and time they spend with the patient. Please check with your nurse for additional information. General visitation is encouraged between the hours of 6 a.m. and 8:30 p.m. Any visitors after 9 p.m. should report to Security for a visitor pass. For more information, the hospital operator can be reached at 412-232-8111.

Visitor Guidelines:
• A limit of 2 visitors is preferred.
• Children under the age of 16 must be accompanied by an adult.
• Please be mindful of roommates and keep noise to a minimum.
• Visitors with obvious signs or symptoms of active infection (e.g., colds, flu) or communicable disease are asked not to visit.
• No visitation is allowed in the Recovery Room.

Accommodations
McAuley Inn offers a limited quantity of affordable overnight accommodations for family and friends as needed. To check on availability and to make arrangements, contact Spiritual Care at 412-232-7424.

Parking
Parking Information
Parking in the UPMC Mercy parking garage and valet parking are available at posted rates. The first 2 hours of parking are free for patients and visitors coming to the hospital. There are no parking attendants at the garage exits. However, you may pay for parking at the gate with cash, Visa or MasterCard, or at a pay station prior to returning to your car. Discounts for parking are available for families of patients with extended lengths of stay. Ask your nurse for assistance.

Pay Station Locations:
• Garage, level B
• 1st floor, across from the parking garage

Banking
There is an ATM located on the 2nd floor outside the cafeteria.

Condition Help
Condition Help is a patient safety hotline that patients and families can call when there is a change in the patient’s condition and the patient or family is unable to get the attention of a health care provider. When hospital operators receive a Condition Help call, a rapid response team is activated to address the patient’s 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 communication breakdown in how care is given.
- Uncertainty over what needs to be done.

To activate Condition Help, dial 111 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 use 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

Please leave valuables such as jewelry, large amounts of cash, and sentimental items at home. You may need a small amount of cash for newspapers or other small items during your stay. UPMC is not responsible for any patient valuables or other personal property brought to the hospital.

Cell Phones And Wireless

Cell phones are an important modern convenience, but their operation in the hospital setting may interfere with patient care. To ensure the safety of our patients, use of cell phones is limited. Look for the cell phone symbol for directions to safe areas of operation.

You may use your cell phone in the waiting areas near the green elevators.

Guest Internet access (GIA) is available at UPMC Mercy free of charge.

UPMC Mercy Smartphones

At UPMC Mercy, we have partnered with BlackBerry Ltd. to improve communications among patients, nurses, and doctors. During your stay, you will see your caregivers using smartphone devices to communicate with one another.

Gift Shop

The Seven Sisters Gift Shop is located on the Ground Floor immediately to the left upon coming through the revolving doors at the main entrance. The gift shop has an excellent selection of snacks, cards, reading materials, gifts, toiletries, balloons, and fresh and silk floral arrangements available to brighten a patient’s room. Please call 412-232-8018.

Hours: Weekdays, 7:30 a.m. to 8 p.m. Saturday and Sunday, 11 a.m. to 5 p.m.

Spiritual Care

As a faith-based hospital, UPMC Mercy offers spiritual care to meet your needs 24 hours a day. Contact Spiritual Care or request assistance from your nurse.
Sacraments are available for Catholic patients upon request. Mass is celebrated in the Holy Family Chapel.*
  > Monday through Friday at 7:15 a.m.
  > Saturdays at 8 a.m. and 4 p.m.
  > Sundays at 11 a.m.

A chaplain is available upon request. Holy Communion is distributed to Catholic patients daily. Communion for patients of other Christian religions can be arranged by contacting the Spiritual Care Department.

UPMC Mercy respects and encourages people of all religions to express their faith. We can accommodate your needs for a place for quiet prayer and reflection. Please request assistance from Spiritual Care or your nurse.

Spiritual Care, Room 1129
412-232-8198

*N Holy Family Chapel is located on the 1st floor. It is open for meditation and prayer 24 hours a day.

Ethics Consultation Service
You or your family may face difficult decisions about medical care. You may have questions or concerns about medical ethics. If so, you may want to contact the Ethics Consultation Service. This free service can help you and your family to better understand your personal situation and the choices facing you. The service can assist with decisions about life-sustaining treatment, power of attorney for health care, living wills, or other issues. It can help to resolve misunderstandings or disputes that may arise about treatment alternatives. To reach an ethics consultant, tell your doctor, nurse, social worker, or patient representative. You also may call UPMC Mercy’s Vice President of Mission Integration at 412-232-7990 or 412-232-7625. On evenings, nights, and weekends, please ask the operator to page the chaplain on-call.

Nurses Station
Our nurses, doctors, and other caregivers are at the heart of our healing efforts. The nurses station is the center of your support staff and a key place to obtain needed information. Our phones are answered 24 hours a day by members of your unit’s health care team.

Patient Relations
If you have questions about your hospitalization while you are here or after you leave the hospital, our Patient Relations Department is available to assist you. Please contact us at any time with questions or concerns. To contact us, call 412-232-7204.

Meds to Beds Program
Did you know that you can get your prescriptions filled before you leave the hospital? When you are ready to go home, we don’t want you to have to make an extra stop at a pharmacy. UPMC Mercy Health Center Pharmacy will work with your hospital health care team to fill your new prescriptions before you leave. These prescriptions can be delivered to your room for convenience Monday through Friday between the hours of 8:30 a.m. and 5 p.m. Mercy Health Center Pharmacy accepts most major prescription plans. Cash, check, or credit card is accepted for co-pay or cash prescriptions. Please ask your nurse, care manager, or doctor for details about the pharmacy or call 412-232-7672.
Tips for Your Health and Wellness

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

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

• Know your medicines. Before you leave the hospital, ask someone to teach you about your medicines. This includes the name of the medicine, the reason you need to take them, and possible side effects.

• Pain control. We want you to be as comfortable as possible. As soon as you start to feel pain, let one of our staff know so we can help you. If you get pain relief before the pain becomes bad, it takes less medicine to make you feel better.

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

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

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

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

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

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

For More Information

Please visit UPMC.com for a full health library of education materials to support your health and wellness. Go to UPMC.com/Health Library from your mobile device or home computer.
Patient Rights
And Responsibilities
Effective February 2016

Patient Rights
At UPMC, service to our patients and their families or representatives is our top priority. We are committed to making the hospital stay or outpatient service as pleasant as possible.

We have adopted the following Patient Bill of Rights to protect the interests and promote the well-being of those we serve.

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

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

For your plan of care, you have a right:

• To participate in the development and implementation of your plan of care, including pain management and discharge planning.

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

For your privacy, respect, dignity, and comfort, you have a right:

• To personal privacy, including:
  > During personal hygiene activities, treatments, or examinations.
  > Sharing your personal information only with your consent unless otherwise permitted or required by law.
  > Deciding if you want or do not want involvement of your family in your care.
  > During clinical discussions between you and your treatment team members.

• To choose who you would like to have as a visitor.

• To give or withhold consent for the facility to produce or use recordings, films, or other images of you for purposes other than your care.

Regarding our staff and environment, you have a right:

• To receive respectful care given by competent personnel in a setting that:
  > Is safe and promotes your dignity, positive self-image, and comfort.
  > Accommodates religious and other spiritual services.
  > Is free from all forms of abuse, exploitation or harassment, or neglect.
  > Will assure that you will be free from restraint or seclusion, of any form, imposed as a means of coercion, discipline, convenience, or retaliation by staff.

• Provides services without discrimination based upon race, color, age, ethnicity, ancestry, religion, sex, genetics, sexual orientation, gender identity, national origin, source of payment, or marital, familial, veteran, or disability status.

• Gives you, upon request, the names and information as to the function of your attending physician, all other physicians directly participating in your care, and of other health care personnel having direct contact with you.

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

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

Regarding research and donor programs, you (or your legally responsible party if you are unable) have a right to be advised when a physician is considering you as a part of a medical care research program or donor program.

• You must give informed consent before actual participation in such a program and may refuse to continue in such program to which you previously gave informed consent. A decision to withdraw your consent for participation in a research study will have no effect on your current or future medical care at a UPMC hospital or affiliated health care provider or your current or future relationship with a health care insurance provider.

Regarding other health care services, you have a right:

• To emergency procedures to be implemented without unnecessary delay.

• To appropriate assessment and management of pain.
• To be transferred (when medically permissible) to another facility after you or your representative have received complete information and an explanation concerning the needs for and alternatives to such transfer. The institution to which you are to be transferred must accept you for transfer.
• To be assisted in obtaining consultation with another physician at your request and own expense.

Regarding quality, support, and advocacy, you have the right:
• To be informed of how to make a complaint or grievance.
• To quality care and high professional standards that continually are maintained and reviewed.
• To have the facility implement good management techniques that consider the effective use of your time and avoid your personal discomfort.
• To know which facility rules and regulations apply to your conduct as well as to the conduct of family and visitors.
• To access to an interpreter on a reasonable basis.
• To access to an individual or agency that is authorized to act on your behalf to assert or protect your rights.
• To examine and receive a detailed explanation of your bill.
• To full information and counseling on the availability of known financial resources for your health care.
• To expect that the facility will provide you with information about your continuing health care needs at the time of your discharge and the means for meeting those needs.

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

Patients are asked to assume the following responsibilities:

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

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

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

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

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

6. **Comply with UPMC’s smoke-free policy.** UPMC maintains a smoke-free environment to protect the health of patients, visitors, and staff. Smoking is not permitted on any UPMC property, including buildings, parking lots, and parking garages. You may not smoke in vehicles while on UPMC property. UPMC can provide you with information and strategies to help you quit smoking. If interested, please contact your nurse or team member.

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

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

9. **Accept your room assignments.** UPMC manages the hospital environment for the good of all our patients. We may move you to another room or another unit based on your needs and the needs of our patients. You are responsible to cooperate with all room assignments. We cannot guarantee a private room to any patient.
10. **Accept your physician, nurse, clinician, and other caregiver assignments.** If you have a concern about a caregiver, please notify your service facility Director or Patient Relations Representative/Advocate. We will review your concern within the appropriate department and make any necessary reassignments.

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

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

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

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

**Non-Discrimination in Patient Care**

It is the policy of UPMC Mercy 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, genetics, sexual orientation, gender identity, marital, familial, or status as a disabled veteran or a veteran of the Vietnam era. If you have questions regarding this policy, please contact your Patient Representative at 412-232-7204.
UPMC No Weapons Policy

UPMC does not allow weapons or illegal substances of any kind on its property, regardless of any permits you may have. UPMC reserves the right to search patient rooms and belongings, and to remove medications or supplements not prescribed by your doctor, as well as weapons, illegal substances, alcoholic beverages, or other items considered unsafe for the care environment.

Notary Services

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

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

Complaints, Concerns, and Questions

You and your family/guardian have the right to:

• Tell hospital staff about your concerns or complaints regarding your care. This will not affect your future care.
• Seek review of quality-of-care concerns, coverage decisions, and concerns about your discharge.
• Expect a timely response to your complaint or grievance from the hospital. Complaints or grievances may be made in writing, by phone, or in person. The hospital has a duty to respond to these complaints or grievances in a manner that you can understand. To share your concerns with the hospital, please contact the hospital’s Patient Relations Department.

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

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

• Concerns regarding quality of care or premature discharge may be addressed to:
  Livanta
  Attn: Review Services
  9090 Junction Drive Suite 10
  Annapolis Junction, MD 20701
  1-866-815-5440.
To make an appointment, or for more information, call **412-232-8111** or visit us at [UPMC.com/Mercy](http://UPMC.com/Mercy)