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

Nepali
तपाईँ नेपाली भाषा बोल्नुहुन्छ भने कृपया आफ्नो सेवाकर्मीलाई जनाउनुहोस्। यहाँ निष्ठुल्क दोभाषे 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
العربية
إن كنت تتكلم العربية، ترجو إبلاغ القائمين بخدمتك. تُقدَّم خدمات الترجمة الكلامية في هذه المنشأة لناً.

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

American Sign Language (ASL)
Please let your provider know when you make your appointment that you will need an ASL interpreter.
Dear Patient:

Welcome to UPMC Presbyterian. At UPMC, we know that quality is more than state-of-the-art clinical services and advanced technology — quality is treating our patients with care and compassion, listening to their ideas, and using their feedback to improve our services. In this spirit, I wanted to share with you three ways that we solicit your input.

**Patient Relations:** While I hope that every encounter you have while you are at UPMC Presbyterian will be superior, if you want to address a problem or concern at any time, please call our Patient Relations Department at 412-647-7615. Our Patient Relations staff is available to assist you Monday through Friday from 7 a.m. to 7 p.m. and Saturday from 8 a.m. to 4:30 p.m.

**Above & Beyond:** To promote excellence among our staff, we have created the Above & Beyond program to recognize staff who go the extra mile. If you’ve had an exceptional experience and want an employee or unit to be recognized for outstanding service, please take a moment to fill out an Above & Beyond form. The forms are located in wall-mounted boxes on each unit and throughout the hospital. We post the cards to recognize the employees and units and to inspire others.

**Patient Survey:** After your discharge, we may mail a short and completely confidential questionnaire to you. Your feedback will help us to improve our services. If you have any questions about the survey process, please call Patient Relations at 412-647-7615.

I want to personally thank you for choosing UPMC Presbyterian and for your help and input so that we can continuously improve the services we offer.

John Innocenti
President
UPMC Presbyterian Shadyside
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Admission Information

CAREGIVERS YOU WILL MEET

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

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

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

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

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

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

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

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

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

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

**Registered Dietitians** provide recommendations to doctors regarding special diets for patients.

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

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

**Respiratory Therapists** provide breathing treatments, exercises, and techniques.

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

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

THE ELECTRONIC HEALTH RECORD

We use a computer to keep track of our patients’ health information. You will see your health care team members using the computer to enter the answers to questions you are asked, to review and explain your test results, record your medicines and treatments, and share your health information with you. Entering this information into the computer also provides other caregivers with up to date information while taking care of you.

OBSERVATION UNIT

The Observation Unit is a short-stay unit for patients who need more watching and testing than can be given in the Emergency Department. You are treated as an outpatient, and your hospital stay is expected to be less than 24 hours.

If your doctor decides you need more care, you will stay in the hospital as an inpatient or be transferred to another care facility. If your doctor decides you no longer need care in the hospital, you will be sent home.
MEDICATION SAFETY
Do not take any medicines that you brought to the hospital from home unless your doctor or nurse tells you it is okay. You should give your personal supply of medicines to someone to take home for you.

HEARING ASSISTANCE
To meet the special needs of patients and visitors who are hearing impaired or deaf, we offer printed educational materials, amplified telephones, closed-captioned television, sign language interpreters, and a portable telecommunications device for the deaf (TDD). To obtain a TDD or any of the aids listed above, ask the nursing staff on your patient unit. To obtain hearing and deaf interpreting services, contact Patient Relations at 412-647-7615.

LANGUAGE INTERPRETATION SERVICES
Language interpreter services are available to patients and their families at no cost. For information, contact the International Patient Relations Center by phone at 412-648-6262, by email at internationalcenter@upmc.edu, or on the Web at InternationalPatients.UPMC.com. To request an interpreter after normal business hours, dial 412-647-2345 and ask the hospital operator to page the international liaison on call at pager number 6666.

UPMC Global Care
UPMC Global Care is a comprehensive program for patients from countries where advanced health care is not readily available. It offers special services for our international guests. Contact UPMC Global Care at 877-320-UPMC or 412-688-8762.

ACCESSIBILITY
UPMC Presbyterian and UPMC Montefiore ensure that health care is accessible to people with disabilities, including those with mobility disabilities, hearing loss, vision loss, speech impairments, and intellectual/cognitive disabilities. Accessible parking, valet services, accessible patient rooms, assisting listening devices, sound signalers, interpretation services, video remote interpreting, key documents in alternative formats, and other services are available to enhance the patient experience and provide access to our excellent health care services. Access features include:

- Handicapped parking spaces are available in the parking garage.
- Level access to the first floor, with elevator access to all other floors.

Important Information for Your Stay

MEALS
The cafeterias are open to visitors. Patients may dine in the cafeterias with their doctors' permission. The UPMC Presbyterian cafeteria, 11th floor, is open daily from 6:30 a.m. to 2:30 a.m. For the daily menu recording, call 412-647-4EAT (4328). The UPMC Montefiore cafeteria, fourth floor, is open weekdays from 6:30 a.m. to 2 p.m.

The Café on Seventh, sponsored by the Ladies Hospital Aid Society (LHAS), is located at UPMC Montefiore, 7 Main, off the lobby near the main elevators. Hours are weekdays from 10:30 a.m. to 8 p.m.

You or your visitor may request that a guest tray be delivered to your room. You will be charged for this service. To place an order, contact your nurse. In addition to traditional patient meals, kosher patient meals are available for breakfast, lunch, and dinner. To order kosher meals, ask your nurse or call 412-647-8001 and press option 1.

Starbucks® is located on the first floor of UPMC Presbyterian near the PNC Bank. Hours are Monday through Friday from 6:30 a.m. to 8 p.m., and Saturday through Sunday from 6:30 a.m. to 3 p.m.

VISITATION
UPMC Presbyterian and UPMC Montefiore allow patients to have visitors present during the course of their stay to provide emotional support.
All patients (or their representatives, where appropriate) have the right to receive visitors they designate, either verbally or in writing, including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend.

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

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

If there is a conflict with more than one person claiming to be the patient's support person, the patient will be asked to declare who is the support person. If the patient is not competent or is found to be incapacitated, UPMC Presbyterian and UPMC Montefiore will follow the Visitation Policy to establish support person status.

UPMC Presbyterian and UPMC Montefiore may impose reasonable clinically necessary restriction or limitation on visitation based on the following:

- Any court order limiting or restraining contact.
- Behavior presenting a direct risk or threat to the patient, hospital staff, or others in the immediate environment, including threatening or violent behavior.
- Behavior disruptive of the functioning of the patient unit.
- Visitation that may interfere with the care of other patients and/or reasonable limitations on the number of visitors at any one time (clinical rationale includes patient confidentiality, frequent care needs of patients, and the risk of increased stimulation adversely affecting some patients).
- Patient’s risk of infection by the visitor.
- Visitor’s risk of infection by the patient.
- Extraordinary protections because of a pandemic or infectious disease outbreak.
- Patient’s need and/or request for privacy or rest.

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

**Visiting Hours**
To make it easier for families to be involved with patients, visiting hours are not restricted. Please talk with your nurse to coordinate times appropriate for you, your health care team, and your family. For information about your condition by phone, designate one family member or friend to call the patient unit. That person can then relay the information to others as you wish. When calling for information from outside the hospital, your designated contact person can call the patient unit or call the hospital operator at 412-647-2345.

**ACCOMMODATIONS**
Patients, caregivers, and loved ones may decide to stay at Family House, a non-profit organization that provides convenient, affordable accommodations in a home-like environment for patients and their families who are in Pittsburgh for medical treatment. With four locations in the Oakland and Shadyside areas of Pittsburgh, a variety of single rooms, double rooms, and suites are available from $45* to $75 per night. For more information, or to inquire about room availability, please visit the Family House website at [www.familyhouse.org](http://www.familyhouse.org) or call 412-647-7777.

*Prices throughout are subject to change at any time.

**PARKING**
Parking Garages: UPMC Presbyterian and Falk Medical Building

Self-Parking:
- Presbyterian Garage: On Lothrop Street, past UPMC Presbyterian's main driveway, second entrance on left. Open 24 hours a day.
Valet Service:
• UPMC Presbyterian: In UPMC Presbyterian’s main driveway off Lothrop Street.
  Weekdays, 4:45 a.m. to 10 p.m.; no valet on weekends or holidays. No tips accepted. When using a GPS, please use 202 Lothrop St., Pittsburgh PA, 15213, as the address.

• Falk Medical Building: In Falk’s rear driveway off Lothrop Street.
  Weekdays, 6 a.m. to 6 p.m. After 6 p.m., retrieve vehicle from the valet service at the UPMC Presbyterian main driveway. No tips accepted.

Parking Garages: UPMC Montefiore And Kaufmann Medical Building
Self-Parking:
• UPMC Montefiore Garage: Near hospital’s main entrance on Buffalo Street. When using a GPS, please use 1 Buffalo St., Pittsburgh PA, 15213, as the address. Open 24 hours a day.

• Ambulatory Level 6, 259 Darragh St. Opens at 4 a.m.

• Kaufmann Garage: On Fifth Avenue just past Darragh Street. When using a GPS, please use 3471 Fifth Ave., Pittsburgh PA, 15213, as the address. Weekdays, 6 a.m. to 10 p.m.

Valet Service:
• UPMC Montefiore: At the hospital’s main entrance on Buffalo Street. Weekdays, 6 a.m. to 6 p.m. No tips accepted.

Long-Term Stays
Family members of a patient hospitalized 10 days in a row or longer may qualify for a discount parking rate starting on the 11th day. The patient or the family should contact Parking Operations before the 11th day of your loved one’s hospital stay. Call 412-647-3194.

Discounted Parking
Discount parking rates may be available to patients and their families who meet the limited income guidelines of the federal government. Proof of income is required. For details, call Parking Operations at 412-647-3194.

Escort Service
On request, UPMC Security will provide evening escort service from the hospital to your vehicle parked in the hospital parking garages. To request an escort, call 412-647-3191, or see the guard at UPMC Presbyterian’s main lobby entrance.

BANKING
Bank machines are located in the following areas:
UPMC Montefiore:
• 7 Main lobby

UPMC Presbyterian:
• PNC Bank (full service bank) on the first floor near Starbucks
• Citizens Bank ATM on the 11th floor near the cafeteria

MAIL
Mail is delivered each weekday, 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 Montefiore or UPMC Presbyterian
200 Lothrop St.
Pittsburgh, PA 15213-2582

PARKING INFORMATION
Validated Parking
Discounted rates are available if you park from 4 to 24 hours in a row. To have your parking ticket validated, go to either the Information Desk at UPMC Presbyterian’s main lobby or to UPMC Montefiore’s 7 Main lobby. Reduced parking rates may be available from hospital departments and doctors’ offices. Free parking is offered the day of surgery and the day you leave the hospital (are discharged). At office visits, ask if the receptionist can validate your parking.
PHARMACY
The UPMC Presbyterian Prescription Shop can fill prescriptions you are given at the time of your discharge from the hospital. You can have your prescriptions delivered to your room before you leave. You can pay by cash, credit card, or check. Please ask your nurse or health care provider for details about this program, or call us at 412-864-0900.

TELEPHONE AND TELEVISION
UPMC Presbyterian and UPMC Montefiore provides telephone and television service at no charge to patients.

Phone Calls
To reach phone numbers within the hospital (exchanges 647-, 648-, 692-, and 802-), dial the entire 7-digit phone number.
To dial phone numbers outside the hospital, dial 9 + area code + 7-digit phone number.
To place long-distance or toll calls, dial 9 + 1 + area code + 7-digit phone number.
If you have any problems with your telephone, notify your nurses station to report it to the UPMC Help Desk (412-647-HELP).

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

TV Channels
TV service includes major network channels and cable channels. Closed-captioned TV service is available; check the daily newspaper for closed-captioned program selections. Special channels for patients include channel 48, which airs patient education videos. Channels 49 and 51 are the C.A.R.E. channels, designed to help people with stress and anxiety in the hospital. Stress can slow healing, increase the chance of getting an infection, and make pain feel worse. Channel 49 provides nature images and music created specially to reduce stress and anxiety and help you sleep at night. Channel 51 offers guided imagery hourly to help you relax. Channel 99, the Patient Message Channel, gives you general information about UPMC’s Oakland hospitals. It also will show you important messages, such as what to do in the event of a local emergency.

If you have any problems with your TV, notify your nurses station so that they can report the problem to Maintenance.

Video: What to Expect During Your Hospital Stay
A short 10-minute video plays continuously on Channel 3 to help patients and their families gain a better understanding of what to expect during their hospital stay. It includes information about the valuable role that patients and families play in receiving safe, quality, comfortable care at UPMC Presbyterian and UPMC Montefiore. The video opens with a welcome message from hospital president John Innocenti and covers information about the hospital environment, communicating with your caregivers, medicine administration, pain management, discharge planning, and more. This information channel is available on all patient televisions, as well as in our family lounges.

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.

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

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

- An emergency and patients or loved ones can’t get the attention of hospital staff.
- A communications breakdown in how care is given.
- Uncertainty over what needs to be done.

To activate Condition Help, dial 412-647-3131 from any phone in the facility.

**Why does UPMC have Condition Help?**

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

**What happens after Condition Help is called?**

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

**SAFETY**

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

UPMC Montefiore Security
412-648-2555
UPMC Presbyterian Security
412-647-3191

**PATIENT VALUABLES**

Please leave valuables, such as jewelry, large amounts of cash, and sentimental items, at home. You will need a small amount of cash for newspapers or other small items during your stay. The hospital cannot be responsible for the safety of valuables or other personal items. To deposit valuables in a safe deposit box, please call Security. At UPMC Montefiore, dial 412-648-2555. At UPMC Presbyterian, dial 412-647-3191.

**LOST AND FOUND**

The lost and found service is operated by our Transportation Department. To ask about a lost or found item, please call 412-647-3636.

**CELL PHONES AND WIRELESS**

**Wireless Service**

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

To log on:

- Click “Settings”
- Click “Network Connections” on your laptop or computer device
- Choose GIA (Guest Internet Access) to connect

Please read and follow all posted signs in the hospital regarding restrictions on the use of cell phones, wireless computers, and other wireless devices that transmit radio signals. Restrictions may exist in hospital areas such as operating rooms, transplant intensive care rooms, and radiology imaging rooms. Do not use cell phones or any wireless devices within six feet of medical equipment in patient care areas.

**GIFT SHOPS**

Windows on Seventh, sponsored by the Ladies Hospital Aid Society (LHAS), is a large shop with a wide variety of gifts and flowers and a selection of greetings cards, magazines, and personal items.
It is located at UPMC Montefiore, 7 Main, off the lobby, and is open Monday to Friday from 9 a.m. to 6 p.m., Saturday from 10 a.m. to 2 p.m., and closed on Sunday. The phone number is 412-648-6107. The fax number is 412-647-6473. Presby Gifts is located at UPMC Presbyterian on the first floor and is open Monday to Friday from 9 a.m. to 6 p.m., Saturday from 10 a.m. to 2 p.m., and closed Sunday. The shop carries cards, gifts, magazines, and personal items. The phone number is 412-647-3181.

GARDENS
All patients and families are welcome to enjoy our two rooftop gardens. The Spinola Garden is a beautiful balcony off Unit 3E on UPMC Presbyterian’s third floor. It features patio furniture with umbrella tables and flowering planters. Patients on heart monitors can be monitored in this garden. Ask the staff at the Unit 3E nurses station for directions and hours. The Blair Crawford Courtyard Garden, at UPMC Montefiore off the 7 Main lobby, features flower beds, an outdoor gazebo, and a heated solarium for all seasons. The garden is accessible for wheelchairs and hospital beds, and is open every day from 8 a.m. to 9 p.m.

HAIR SALON
The LHAS Beauty Salon is located at UPMC Montefiore, 7 Main, and is open to patients, visitors, and staff. For a fee, the salon offers a complete line of hair care and retail products, including a wig service. Free consultations are provided. Major credit cards are accepted. For hours or to make an appointment, call 412-692-2969.

SPIRITUAL CARE
Chaplains of various faiths are available during the daytime, 7 days a week, if you would like to arrange for a visit. Chaplains provide nighttime coverage for emergency situations. Your own clergy are welcome to visit you at any time. An interfaith chapel is located at UPMC Presbyterian, 11th floor, and a meditation room is located at UPMC Montefiore, 7 Main Lobby. Both are open 24 hours a day. Worship services are held regularly. To request a visit from a chaplain or to check the schedule for worship services, please call Spiritual Care at 412-647-7560.

PATIENT RELATIONS
Among the many people who will contribute to your care at UPMC Presbyterian are staff of Patient Relations.

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

To Contact Us
You can talk with a Patient Relations coordinator by phone or arrange a meeting. To contact us, call 412-647-7615, Monday to Friday from 7 a.m. to 7 p.m., and Saturday from 8 a.m. to 4:30 p.m. If you are calling after business hours, please leave a message and your call will be returned the following business day.

For Families and Friends
To assist families and friends of patients coming to the Oakland campus facilities, we have prepared the booklet “For Families and Friends.” The booklet has information about lodging, food services, transportation, entertainment, and places of worship in and near Oakland. You can request a copy from Patient Relations at 412-647-7615.

Discharge Information

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

• Do you need us to make other arrangements for your transportation?

• Will your ride be available when you need it?

• What clothes will you wear when you leave the hospital? Does someone need to bring them in?

• How will you get your prescriptions filled?

Let your nurses know in advance if you need help with any arrangements. The hospital staff also has a “to do” list to help prepare you for your discharge. The staff will:

• Coordinate needed services and equipment.

• Educate you on any new medicines.

• Give you the prescriptions your doctor has written for you.

• Give you any other needed information and answer any questions or concerns you or your family members have about discharge or your care after you leave the hospital.

LEAVING THE HOSPITAL
Your nurses will work with you and your family to make your discharge as smooth as possible. Before you leave the hospital, your nurses will review with you any special instructions for your at-home care or medicines.

Clinical social workers and care managers can help to arrange for you to go to another facility, such as a nursing home or rehab facility. They also can help to arrange for home nursing care or home health care equipment or supplies, if needed. You should arrange for a family member or friend to take you home from the hospital. Your attending doctor will decide when you are ready to be discharged. Most attending doctors make the final decision to discharge patients in the morning. If you disagree with your doctor’s decision and wish to appeal the decision, ask your nurse to contact Care Management. Discharge time is usually 11 a.m. or earlier. Check with your nurse for your discharge time.

Day of Discharge
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. A hospital staff member will escort you to the main door of the hospital.

If you have any questions after you leave the hospital, please call the telephone number that is listed on the discharge instructions you receive.

Final Suggestions for a Smooth Discharge

• Check with your nurse that you are approved to leave the hospital.

• Once your discharge is finalized by your 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 of your 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.

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. UPMC Presbyterian and UPMC Montefiore offer patients a convenient option to schedule many of their follow-up needs, such as laboratory tests, medical imaging (x-rays, CT scans, MRIs), EKGs, non-invasive cardiology (stress tests, echocardiology), and postoperative testing. Call the Customer Referral Service Line at 412-647-8762, option 2.

AFTER DISCHARGE

Home Care
If you need health care services or equipment at home, you may obtain them from the supplier of your choice. UPMC HomeCare is a supplier that can arrange in-home services with your doctor’s guidance to suit your special needs. UPMC HomeCare offers home care nursing, private duty nursing, and health aide services; orthopaedics and rehabilitation services, and speech and occupational therapy; behavioral health therapy; respiratory and IV therapy; and home medical equipment. UPMC HomeCare services are available in Allegheny County and most of western Pennsylvania. Call toll-free 1-888-860-CARE (2273) for more information.

Rehab Services
If you need rehab services after leaving the hospital, care is available through the UPMC Institute for Rehabilitation and Research (IRR) at PMC Mercy South Side Outpatient Center. IRR offers special rehab programs for patients with stroke, brain injury, spinal cord injury, and other physical disabilities. Outpatient care is provided through the UPMC Centers for Rehab Services (CRS), which has more than 45 locations in the region. For more information, call 1-877-AT-REHAB (287-3422), or ask your case manager, social worker, or doctor.

Nutritional Support
If you would like follow-up nutritional care after you leave the hospital, call Outpatient Nutrition at 412-692-4497.

Patient Satisfaction Survey
After you leave the hospital, you may receive a survey form in the mail. This patient survey is our tool to know what we are doing well and where we need to improve. It is your tool to let us know how we cared for you. Your response is important to us. If you receive a patient survey, we encourage you to complete it honestly and return it in the envelope provided.

ADVANCE MEDICAL DECISIONS

Advance directives are written documents that express patients’ wishes for their medical or health care. Advance directives include:

• Living wills

• Health care proxies

• Durable powers of attorney

When you are admitted to the hospital, a staff member will ask you if you and your family have prepared an advance directive expressing your treatment wishes. If you have advance directives and a copy is available, it will be placed in your medical record. You also will receive a copy of the booklet Five Wishes®. This document provides an easy-to-complete form for helping you to state how you would like to be treated if you were to get seriously ill and become unable to speak for yourself.

If you would like information about creating advance directives or about making decisions about life-sustaining treatments, please express your wishes to members of your health care team.
**LIFE-SUSTAINING TREATMENT**

The policy of UPMC is to provide all patients with quality medical care that conforms to current ethical and medical standards with the goal to sustain life. Hospital staff are committed to this goal. This commitment also recognizes the rights of patients to make their own decisions about their health care and to limit, decline, or discontinue treatment — even life-sustaining treatment. Each patient unit has a copy of the policy on UPMC’s guidelines on forgoing life-sustaining treatment. You may ask to see the policy. You also may contact the Ethics Consultation Service (see the next section).

**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 you face. The service can assist with decisions about life-sustaining treatment, power of attorney for health care, living wills, and 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 relations representative. You also may call the hospital operator at 412-647-2345 and ask for the Ethics Consultation Service.

**PALLIATIVE CARE**

Palliative care is specialized medical care for people living with serious illness. It focuses on improving quality of life by providing relief from pain and symptoms, as well as the stress of living with a serious illness. In addition, palliative care works to make sure that the patient’s and family’s values guide the treatment plan. It is typically provided by a team of doctors, nurses, and other specialists who work with the patient’s other doctors to make sure the patient receives the best possible treatment and care for his or her illness. Palliative care is available to all patients with serious illness, regardless of age or the stage of the illness. It does not replace the patient’s traditional medical care, but supplements that care to offer extra help and support for the patient and family along the way. If you feel you or your family might benefit from this service, ask your doctor to make a palliative care referral.

**CONSIDER ORGAN DONATION**

UPMC has a mission to help all patients. For this reason, we are part of a national effort to raise awareness of the need for organ and tissue donations. To aid awareness, staff members ask patients who come to the hospital — or their designated family members — if the patients would be willing to serve as organ or tissue donors. We make a note of the response. Some people may have incorrect ideas about the donor program. As health care professionals, we can help to answer your questions about organ and tissue donation so that you can make an informed decision. Thousands of people are awaiting organ and tissue transplants. Their chance for renewed health depends on others who generously agree to donate organs and tissue. If you have questions about becoming an organ or tissue donor, please ask your doctor. You also may call the Center for Organ Recovery & Education (CORE) at 1-800-DONORS-7 (1-800-366-6777).

**Payment and Fees**

**HEALTH INSURANCE**

We will need a copy of your insurance identification card. We also may need the insurance forms that are supplied by your employer or insurance company. UPMC Presbyterian and UPMC Montefiore will send your bill directly to your insurance company or to the state or federal agency that covers the cost of your hospital stay. The final responsibility for any hospital bills belongs to the patient. UPMC Presbyterian Shadyside will make every attempt to confirm and verify your insurance information before you come to the hospital for your admission. For questions about your insurance coverage, you can contact a financial interviewer at the UPMC Central Billing Office at 1-800-854-1745.
Your insurance may have special requirements. It is your responsibility to make sure the requirements have been met. If your plan’s requirements are not followed, you may be financially responsible for all or part of the services you receive in the hospital. Some specialists may not participate in your health care plan, and so their services may not be covered. Not all insurance plans are the same. To understand your plan’s benefits, you also may call the 1-800 customer service number on your insurance card for additional information.

**FINANCIAL ASSISTANCE OPTIONS**

UPMC is a not-for-profit, tax-exempt entity. Our charitable mission is to provide medically necessary health care services to residents of western Pennsylvania, regardless of their financial status and ability to pay. If you cannot pay all or a portion of your self-pay balances, UPMC strongly suggests that you call UPMC Patient Financial Assistance (financial aid). A patient can apply to the Financial Assistance Program at any time during their hospital services. The Patient Financial Services Center is dedicated to assisting patients and their families with finding an applicable payment option for urgent and medically necessary services. The center is open Monday to Friday from 8 a.m. to 5 p.m. Patients can make appointments to visit with one of the financial specialists to discuss billing issues and explore financial options. Appointments are available by calling 1-800-371-8359.

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

**UNDERSTANDING YOUR BILL**

If you have had diagnostic and treatment services such as x-rays, EKGs, or breathing tests while at the hospital, you will receive two bills. You are not paying for the same service twice, each service is made up of two parts, hospital billing and physician billing.

**Hospital Billing**

This bill is sent to you from the hospital’s Billing Department and is for the technicians, equipment, and supplies involved with services. The hospital’s portion of these charges is included in your hospital bill. For questions about your hospital bill, call 1-800-854-1745.

**Physician Billing**

This bill is sent to you from the doctors’ billing office. It is for doctor services, including the reading and interpretation of any test results by a trained physician. You may not have met the doctor in person during your hospital stay. However, if he or she studied and reported your test results, you will receive a bill. The doctor is not an employee of the hospital, so this bill is separate from your hospital bill. For questions about your doctors’ bills, call 1-800-854-1745.

**MEDICAL RECORDS**

The medical record of your hospital stay is confidential, so we need your signed written request to release it. If you would like a copy forwarded to another hospital or doctor, be sure to include the name and address to which the records should be mailed. If you want a copy for your own review, you pay a copying charge of about $1.42 per page for the first 20 pages, then the fee decreases.

Medical records on microfilm can be copied at a cost of about $2.09 per page. At least 7 to 10 working days are needed to fill requests. Records will be released only through the mail. If you’re not the patient, you must provide power of attorney (POA) papers or state ID form. On your written request for medical records, include the following information:

- Patient’s name, date of birth, and Social Security number
- Dates of treatment
- Purpose of the request (such as continuing care or personal review)
- Date of the request
- Name and address where records should be mailed
- Patient’s signature
Please mail requests to the address below:

Medical Records
UPMC Presbyterian, Room F-162
200 Lothrop St.
Pittsburgh, PA 15213-2582

Or call the Medical Records office at 412-802-0100.

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.

Clean 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. Always clean your hands before you eat.

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 may also 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 this bad, it is much harder to control. If you get pain relief before the pain reaches this 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 feels happy because he or she has no pain, or sad because he or she 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.

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, or vomiting.
• Feel too sleepy.
• Are constipated.
• Itch all over.

Your doctor may order medicines that can help to relieve your side effects.

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 this 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 information below 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.

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

Other medicines may affect your body functions. For example, diuretics (DI yer ET iks) cause you to urinate more often.

Bowel preps make it necessary for you to get to the bathroom immediately. 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.

**Call for Help Before You Get Up**
You may want to ask for a bedside toilet or keep a bedpan next to you for an emergency.

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.

**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 up something from the floor. Call for help if you drop or spill something.

Disease
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 weakness in your legs or feet, or dizziness, 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 or nurse aide 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.

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. This section 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 the 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 when things are easily reachable.

- **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.

• **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 might 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 and 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 teach you about your condition and health. The information below gives you 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 Relations Department is available to assist you. Call your UPMC hospital’s Patient Relations Representative. 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 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:

• **Nutrition Services at your UPMC hospital.**

• **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 5 to 7 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 and report to your doctor weight gains of more than 2 or 3 pounds overnight or 1 pound each day for 3 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 and 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 (the 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 them 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 symptoms listed above.

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 Information and 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, 3 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, decreased 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.

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 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 ((1-800-784-8669).

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.

General Information

PATIENT RIGHTS AND RESPONSIBILITIES
Effective March 2012

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

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

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

The following rights are intended to serve the patient, his or her family and/or representatives or legal guardian, and we will promote and protect these rights with respect to applicable UPMC policy, law, and regulation.

As an individual receiving service at UPMC you have a right to be informed of your rights at the earliest possible moment in the course of your care, treatment, or service and to exercise your rights as our partner in care.

For your plan of care, you have a right:
• To participate in the development and implementation of your plan of care, including pain management and discharge planning.
• To make informed decisions regarding your care, treatment, or services, by being:
   > Informed in language or terms you can understand.
   > Fully informed about your health status, diagnosis, and prognosis, including information about alternative treatments.
and possible complications. When it is not medically advisable to give this information to you, it will be given to your representative or other appropriate person.

> Involved in care planning and treatment.

> Informed about the outcomes of care, treatment, or services that you need in order to participate in current and future health care decisions.

> Able to have your representative act on your behalf when necessary or desired by you.

> Informed by your physician and making your decision if you will give or withhold your informed consent before your physician starts any procedure or treatment with you unless it is an emergency.

> Able to make an advance directive and to have facility clinical staff and practitioners comply with these directives during your care.

> Assured that a family member or a representative and your physician are notified as promptly as possible if you are admitted to a hospital unless you request that this is not done.

> Able to request treatment. This does not mean that you can demand treatment or services that are medically unnecessary or inappropriate.

> Able to refuse any drugs, treatments, or procedures offered by the facility, to the extent permitted by law, and a physician shall inform you of any medical consequences of this refusal.

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

- To personal privacy, including:
  
  > During personal hygiene activities, treatments, or examinations.

  > Sharing your personal information only with your consent unless otherwise permitted or required by law.

> Deciding if you want or do not want involvement of your family in your care.

> During clinical discussions between you and your treatment team members.

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

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

Regarding our staff and environment, you have a right:

- To receive respectful care given by competent personnel in a setting that:
  
  > Is safe and promotes your dignity, positive self-image, and comfort.

  > Accommodates religious and other spiritual services.

  > Is free from all forms of abuse, exploitation, harassment, or neglect.

  > Will assure that you will be free from restraint or seclusion, of any form, imposed as a means of coercion, discipline, convenience, or retaliation by staff.

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

  > Gives you, upon request, the names and information as to the function of your attending physician, all other physicians directly participating in your care, and of other health care personnel having direct contact with you.
Regarding your personal health information, you have the right to appropriate management of your personal health information as set forth in our Notice of Privacy Practices.

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

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

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

Regarding other health care services, you have a right:

- To emergency procedures to be implemented without unnecessary delay.
- To appropriate assessment and management of pain.
- To be transferred (when medically permissible) to another facility after you or your representative have received complete information and an explanation concerning the needs for and alternatives to such transfer. The institution to which you are to be transferred must accept you for transfer.
- To be assisted in obtaining consultation with another physician at your request and own expense.

Regarding quality, support, and advocacy, you have the right:

- To 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 have access to an interpreter on a reasonable basis.
- To have access to an individual or agency that is authorized to act on your behalf to assert or protect your rights.
- To examine and receive a detailed explanation of your bill.
- To full information and counseling on the availability of known financial resources for your health care.
- To expect that the facility will provide you with information about your continuing health care needs at the time of your discharge and the means for meeting those needs.

PATIENT RESPONSIBILITIES

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

Patients are asked to assume the following responsibilities:

1. **Provide a complete health history.** Provide information about past illnesses, hospital stays and outpatient services, medicines and supplements, the names of your doctors, and other matters related to your health history. Please tell us about any conditions that might cause you to require different treatment or additional help, such as allergies or a healing problem.
2. **Participate in your treatment and services.** Cooperate with our staff. Ask questions if you do not understand directions or procedures. You are responsible for your actions if you refuse treatments or don’t follow treatment directions. You will achieve the best outcome if you work together with your treatment team to develop a care plan for your time in the hospital, after you leave, or during your outpatient services.

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

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

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

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

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

8. **Be courteous to patients and staff.** UPMC strives to maintain an atmosphere that promotes healing. You and your visitors are expected to be considerate of other patients and staff members, control your noise level, limit the number of visitors in your room, manage the behavior of your visitors and your visitor’s noise level, and respect UPMC property. Your visitors are expected to comply with all service location policies, including isolation policies. Failure to comply may result in being asked to leave. UPMC does not tolerate threatening or harassing behavior nor illegal activity.
9. **Accept your room assignments.** UPMC manages the hospital environment for the good of all our patients. We may move you to another room or another unit based on your needs and the needs of our patients. You are responsible to cooperate with all room assignments. We cannot guarantee a private room to any patient.

10. **Accept your physician, nurse, clinician, and other caregiver assignments.** If you have a concern about a caregiver, please notify your service facility Director or Patient Relations Representative/Advocate. We will review your concern within the appropriate department and make any necessary reassignments.

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

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

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

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

**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 complaint@jointcommission.org

NON-DISCRIMINATION IN PATIENT CARE

It is the policy of UPMC Presbyterian to comply with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975, and all requirements imposed by them, so that no person shall on the grounds of race, color, national origin, disability, or age be excluded from participation in, denied benefits of, or otherwise subjected to discrimination in the provision of any care or service. Other agency guidelines prohibit discrimination on the basis of ancestry, religion, sex, sexual orientation, marital, familial, or status as a disabled veteran or a veteran of the Vietnam era. If you have questions regarding this policy, please contact the Patient Relations Department at 412-647-7615.

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.
QUESTIONS TO ASK BEFORE I GO HOME

My room number __________________________

My phone number __________________________

Nursing unit phone number ________________

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