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

Nepali नेपाली
तपाई नेपाली भाषा बोल्नुहुन्छ भने कृपया आफ्नो सेवाकर्मीलाई जानाउनुहोस्। यहाँ निःशुल्क दोभाषे सेवा उपलब्ध गराइँछ।

Spanish Español
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، يرجى إبلاغ العاملين بخدمتك. تقدم خدمات الترجمة الكلامية في هذه المنشأة مجاناً.

Mandarin 普通话
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.
# TV Channel Listing (Updated November 2016)

<table>
<thead>
<tr>
<th></th>
<th>Channel Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>C-SPAN</td>
</tr>
<tr>
<td>3</td>
<td>EMMI®</td>
</tr>
<tr>
<td>4</td>
<td>ION</td>
</tr>
<tr>
<td>5</td>
<td>WPCB (Cornerstone TV)</td>
</tr>
<tr>
<td>6</td>
<td>KDKA (CBS)</td>
</tr>
<tr>
<td>7</td>
<td>WPGH (FOX 53)</td>
</tr>
<tr>
<td>8</td>
<td>WTAE (ABC)</td>
</tr>
<tr>
<td>9</td>
<td>WQED (PBS)</td>
</tr>
<tr>
<td>10</td>
<td>WPMY-22 (My TV)</td>
</tr>
<tr>
<td>12</td>
<td>WPXI (NBC)</td>
</tr>
<tr>
<td>13</td>
<td>Public Services</td>
</tr>
<tr>
<td>15</td>
<td>WPCW (CW)</td>
</tr>
<tr>
<td>16</td>
<td>Weather Channel (TWC)</td>
</tr>
<tr>
<td>19</td>
<td>WGN</td>
</tr>
<tr>
<td>20</td>
<td>QVC</td>
</tr>
<tr>
<td>21</td>
<td>Telemundo</td>
</tr>
<tr>
<td>23</td>
<td>TBS</td>
</tr>
<tr>
<td>24</td>
<td>MTV</td>
</tr>
<tr>
<td>25</td>
<td>USA Network</td>
</tr>
<tr>
<td>26</td>
<td>Nickelodeon</td>
</tr>
<tr>
<td>27</td>
<td>ESPN</td>
</tr>
<tr>
<td>28</td>
<td>ESPN2</td>
</tr>
<tr>
<td>29</td>
<td>ROOT (Fox Sports)</td>
</tr>
<tr>
<td>30</td>
<td>Versus</td>
</tr>
<tr>
<td>31</td>
<td>The Golf Channel</td>
</tr>
<tr>
<td>32</td>
<td>CNN</td>
</tr>
<tr>
<td>33</td>
<td>HLN</td>
</tr>
<tr>
<td>34</td>
<td>FOX News Channel</td>
</tr>
<tr>
<td>35</td>
<td>PCNC</td>
</tr>
<tr>
<td>36</td>
<td>CNBC</td>
</tr>
<tr>
<td>37</td>
<td>TLC</td>
</tr>
<tr>
<td>38</td>
<td>ABC Family</td>
</tr>
<tr>
<td>39</td>
<td>Cartoon Network</td>
</tr>
<tr>
<td>40</td>
<td>Disney Channel</td>
</tr>
<tr>
<td>41</td>
<td>A&amp;E</td>
</tr>
<tr>
<td>42</td>
<td>Lifetime</td>
</tr>
<tr>
<td>43</td>
<td>Spike TV</td>
</tr>
<tr>
<td>44</td>
<td>VH1</td>
</tr>
<tr>
<td>45</td>
<td>E!</td>
</tr>
<tr>
<td>46</td>
<td>History</td>
</tr>
<tr>
<td>47</td>
<td>AMC</td>
</tr>
<tr>
<td>48</td>
<td>PCN</td>
</tr>
<tr>
<td>49</td>
<td>Food Network</td>
</tr>
<tr>
<td>50</td>
<td>Animal Planet</td>
</tr>
<tr>
<td>51</td>
<td>HGTV</td>
</tr>
<tr>
<td>52</td>
<td>TNT</td>
</tr>
<tr>
<td>53</td>
<td>TCM</td>
</tr>
<tr>
<td>54</td>
<td>Comedy Central</td>
</tr>
<tr>
<td>55</td>
<td>FX</td>
</tr>
<tr>
<td>56</td>
<td>BET</td>
</tr>
<tr>
<td>57</td>
<td>TV Land</td>
</tr>
<tr>
<td>58</td>
<td>Travel</td>
</tr>
<tr>
<td>59</td>
<td>Esquire</td>
</tr>
<tr>
<td>61</td>
<td>Discovery Channel</td>
</tr>
<tr>
<td>95</td>
<td>UPMC Patient Education Channel</td>
</tr>
<tr>
<td>96</td>
<td>C.A.R.E Channel: Relaxation Channel (Soothing Music, Peaceful Nature Scenes)</td>
</tr>
<tr>
<td>97</td>
<td>C.A.R.E. Channel: Relaxation Channel &amp; Guided Imagery (Soothing Music, Narrative Speech, Peaceful Nature Scenes)</td>
</tr>
<tr>
<td>99</td>
<td>Easy Listening Music, UPMC Special Messages</td>
</tr>
</tbody>
</table>
# Patient Education TV Playlist

<table>
<thead>
<tr>
<th>Title</th>
<th>Start Time*</th>
<th>Start Time</th>
<th>Start Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nutrition: Healthy Eating for Life</td>
<td>6:00 a.m.</td>
<td>1:45 p.m.</td>
<td>9:30 p.m.</td>
</tr>
<tr>
<td>Exercise: Getting Active, Staying Active</td>
<td>6:15 a.m.</td>
<td>2:00 p.m.</td>
<td>9:45 p.m.</td>
</tr>
<tr>
<td>Managing Your Stress</td>
<td>6:30 a.m.</td>
<td>2:15 p.m.</td>
<td>10:00 p.m.</td>
</tr>
<tr>
<td>Recognizing Depression</td>
<td>6:50 a.m.</td>
<td>2:35 p.m.</td>
<td>10:20 p.m.</td>
</tr>
<tr>
<td>Carbohydrate Counting: Skills Into Practice</td>
<td>7:10 a.m.</td>
<td>2:55 p.m.</td>
<td>10:40 p.m.</td>
</tr>
<tr>
<td>What Is Diabetes: Type 2</td>
<td>7:35 a.m.</td>
<td>3:20 p.m.</td>
<td>11:05 p.m.</td>
</tr>
<tr>
<td>Taking Insulin</td>
<td>7:55 a.m.</td>
<td>3:40 p.m.</td>
<td>11:25 p.m.</td>
</tr>
<tr>
<td>Monitoring Your Blood Glucose</td>
<td>8:15 a.m.</td>
<td>4:00 p.m.</td>
<td>11:45 p.m.</td>
</tr>
<tr>
<td>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 Letter from John Innocenti, President

Welcome to UPMC Shadyside.

At UPMC Shadyside, we are dedicated to delivering outstanding care and service to every patient. Our highly skilled physicians, nurses, and associates use advanced medical technology to heal, ease pain, and restore hope. The team responsible for your treatment also recognizes that providing exemplary health care takes much more than state-of-the-art science. It requires treating each patient with courtesy and kindness, demonstrating compassion for all patients and their loved ones, and listening to what you have to say.

We embrace these values as part of “Your Care. Our Commitment.” It’s our promise that the services we deliver will be guided by Dignity and Respect, Quality and Safety, Caring and Listening, Responsibility and Integrity, and Innovation and Excellence.

Your comments are important. The feedback that you provide will enable us to improve our services, address an issue that we might not know about, or recognize one of our associates. There are many ways to share your thoughts. A few of them are:

- **Patient Relations Department**: I hope that every encounter you have while you are at UPMC Shadyside will be excellent. If a problem or concern does arise, please call Patient Relations at 412-623-2014. The office is open Monday to Friday from 8:30 a.m. to 7 p.m., and Saturday from 8:30 a.m. to 4:30 p.m. If the office is closed, leave a message and a trained representative will respond to your call.

- **Above & Beyond**: Our Above & Beyond program recognizes associates who go the extra mile. If you’ve had an exceptional experience and want to recognize an associate or unit for outstanding service, take a moment to fill out an Above & Beyond form. These forms are available on each unit and in common areas throughout the hospital. We celebrate the contributions of these associates during quarterly recognition ceremonies and on our digital Above & Beyond display in the West Wing Café.

- **Patient Survey**: After your discharge, we may mail or email a short and completely confidential questionnaire to you. Your feedback will help us to improve our services. We encourage you to fill out the survey.

I want to personally thank you for choosing UPMC Shadyside and for your comments and input so that we can continuously improve the services we provide.

Sincerely,

John Innocenti
President
UPMC Presbyterian Shadyside
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For More Information
If you have any questions about our services, please call the operator at 412-623-2121 and they will make sure you are connected with the right person or department.
Important Information for Your Stay

Caregivers You Will Meet
During your stay at UPMC Shadyside, you will meet many members of our care team. These include:

Doctors
We have the primary responsibility for your care while you are in the hospital. We also may consult a specialist if needed.

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 doctor (PCP), keeping him or her up to date about your care while you’re in the hospital. When you leave the hospital you should follow up by making an appointment with your PCP.

Nursing Staff: RNs
We 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. We wear sky blue and/or white scrubs.

Patient Care Technicians and Nursing Assistants
Our primary function is to assist in your care. We will help you to the bathroom, take your vital signs, draw your blood work, and perform other special tasks with you. We wear hunter green scrubs.

Mid-Level Providers
(Nurse Practitioners, Physician Assistants, and others)
We support the work of your doctors by assisting them with treating patients, performing procedures, and documenting your care. We may accompany your doctor or see you separately. In either case, our goal is to provide you with great care.

Housekeeping
We are responsible for cleaning your room each day. Our goal is to ensure that every patient room is kept clean at all times. If you have any special requests, please feel free to contact Housekeeping directly at 412-623-2112. We wear grey tops and black pants.

Health Unit Coordinators (HUC)
We provide clerical support by answering call bells and phones, and we use the computer to assist with your care. We wear business casual.

Respiratory Therapists
We give you breathing treatments and oxygen therapy if needed. We wear navy blue scrubs.

Technologists and Technicians
We serve a variety of roles at UPMC Shadyside that include providing you with x-rays, imaging exams, and some cardiac testing. Many of us wear royal blue scrubs, although this can vary by department.
Social Workers
We work with care managers, your nurses, and doctors to coordinate your plan of care before admission, during your stay, and after you leave the hospital. We wear business attire that may be accompanied by a white lab coat.

Care Managers
We are responsible for coordinating your care, working with your insurance company, and planning for your discharge needs to assure a safe transition out of the hospital. We wear business attire that may be accompanied by a white lab coat.

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 Patient Relations at 412-623-2014. 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 Patient Relations at 412-623-2014 or ask the nursing staff on your unit.

Accessibility
UPMC Shadyside ensures that health care is accessible to people with disabilities, including those with mobility disabilities, hearing loss, vision loss, speech impairments, and intellectual/cognitive disabilities. Available resources include:

- Accessible parking and valet services
- Accessible patient rooms and call bells
- Key documents in alternative formats
- Communication boards
- Magnifiers and low vision writing templates
- Hydraulic patient lifts and transfer boards

Other services and resources are also available to enhance the patient experience and provide access to our excellent health care services.

For more information, visit the Disabilities Resource Center’s website at UPMC.com/DRC.
**Service Animals**

Service animals are welcome in all public areas within UPMC facilities, and your room. Animals must be housebroken and under the control of their owner. If the owner is unable to care for the animal during their stay or visit, an alternative person must be designated to do so. UPMC staff are not required to care for service animals. For more information about service animals, visit the Disabilities Resource Center’s website at [UPMC.com/DRC](http://UPMC.com/DRC).

Contact Patient Relations for assistance at 412-623-2014 or the Administration on Duty at 412-623-4535.

**Safety and Security**

To ensure the safety of patients, visitors, and staff, please comply with staff members’ requests regarding UPMC policies. Follow hospital rules, and ask your visitors to do the same. Security service is available 24 hours a day. You can reach Security at 412-623-2990 if you need assistance.

**Relaxation**

Most people have high levels of stress and anxiety when they are in the hospital. Stress can slow healing, make your body prone to infection, and make your pain worse. The following services are designed to help you relax.

**Quiet Environment**

A quiet and relaxing patient environment is needed to promote the healing process. UPMC Shadyside accomplishes this by providing the following:

- Each care unit has a Visitation Policy that sets guidelines for patients and their visitors for following considerate and respectful behavior.

- At UPMC Shadyside, there are multiple quiet locations available for relaxation and/or meditation.

  - An interfaith chapel is located in Posner Tower on the first floor.

**Chapel and Meditation Area**

An interfaith chapel is located in Posner Tower on the first floor. Prayer books, Bibles, electric Sabbath candles, and other religious items may be available upon request through Patient Relations at 412-623-2014.

**C.A.R.E. Channels**

Turn to the C.A.R.E. channels on your hospital room TV. These channels are specially created to help patients in the hospital relax.

Channels 96 and 97 use guided imagery, a method to help patients use active imagination to relax. Studies have shown that patients can decrease their anxiety and discomfort by using guided imagery.

The C.A.R.E. channels are provided by UPMC Shadyside and by Healing HealthCare Systems, who are committed to providing an environment that supports healing, health, and care.

**Shuttle Service**

Free shuttle service is available for patients and visitors. The Blue Shuttle serves UPMC Shadyside, the three Family House locations, and UPMC facilities in Oakland.

Shuttle operating times may vary. For a schedule of times, you can stop by or call the Information Desks located in the first floor lobbies.
Meals
Food Services
Patients’ nutrition needs and food preferences are met with our Patient-Controlled Liberalized Diet Program. Each day you may choose foods similar to the comfort foods you eat at home, unless your doctor says otherwise. A dietary hostess is available to help you plan your menu. The hostess can answer any questions you have. You also may call the Food and Nutrition contact number at 412-623-1659.

Food Services for Visitors
Your family and other visitors have several options for food services. The cafeteria serves traditional meals, takeout items, and specialty foods. It is located in Posner Tower, first floor, across from Lori’s Gifts at UPMC Shadyside.

The cafeteria is open for breakfast, lunch, and dinner:
• Monday through Friday: 6:15 a.m. to 7 p.m.
• Saturday and Sunday: 6:15 a.m. to 7 p.m.
• Holidays, holiday weekends:
  6:30 a.m. to 5 p.m.

The West End Café in the West Wing lobby is open weekdays, 6 a.m. to 5 p.m., and features specialty drinks, salads, and sandwiches. It is closed on weekends and holidays.

Vending machines with cold food items are located throughout the hospital campus.

Visitors may include, but are 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.

Please talk with your nurse to coordinate times appropriate for you, your care team, and your family. For information about your condition by phone, designate one family member or friend to call the patient care unit. That person can then relay the information to others as you wish.

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 Shadyside will follow its Visitation Policy to establish support person status.

Visiting Information
UPMC Shadyside allows patients to have visitors present during the course of their stay to provide emotional support. Each patient (or their representative, where appropriate) has the right to receive the visitors they designate (either verbally or in writing).
UPMC Shadyside 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 care unit.
- Visitation that may interfere with the care of other patients. This includes reasonable limitations on the number of visitors at any one time. (The reason for restricted visitation may include 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.
- Minors are not permitted to stay overnight in the hospital.

Parking
Pay parking is available for visitors in the following locations:

- Aiken Avenue Parking Garage, open 24 hours a day, seven days a week.

- Centre Avenue Parking Garage, open 24 hours a day, seven days a week.

Accessible parking is available in the garages specifically for persons with a disability. There is elevator access into the first floor, as well as all other floors.

If you have questions about parking locations, call the Parking office at 412-623-3564.

Discounts for UPMC Shadyside parking garages are available to patient’s families. A family member parked 4 hours or more on one day can receive a discount by presenting the parking ticket at one of the information desks. If you have questions about the discounts, call 412-623-3564.

Upon request, UPMC Security provides evening escort service from the hospital to visitors’ vehicles. To request an escort, please call 412-623-2990.

Banking
For your convenience, bank machines are available in two locations:

- Pavilion, first floor, near the visitor elevators
- Shadyside Medical Building, first floor, across from the Hopwood Library

Blood Donation Center
In collaboration with Central Blood Bank, UPMC Shadyside houses an on-site blood donation center. There is no substitute for human blood. The blood donation center helps to ensure that an adequate blood supply is available for those in need. The weekly blood drive is located on the campus and is open to all patients, families, and staff every Friday from 8:30 a.m. to 3:30 p.m. For more details or for an appointment, call toll-free 1-866-DONORS-1 (366-6771).
Cell Phones and Wireless

Please read and follow all posted signs in the hospital regarding restrictions on the use of cell phones, wireless computers, and other devices that transmit radio signals. Restrictions may exist in hospital areas, such as patient rooms, intensive care units (ICUs), telemetry units, laboratories, or other areas where equipment may be used to diagnose or treat patients.

Visitors Information Guide

To assist patients’ visitors who come to UPMC Shadyside, we have prepared a brochure, “Visitors Information Guide.” The brochure has information about hospital amenities for visitors and also food services, transportation, lodging, entertainment, and places of worship located in and near UPMC Shadyside. You can request a copy from Patient Relations at 412-623-2014.

Lori’s Gifts at UPMC Shadyside

Lori’s Gifts at UPMC Shadyside sells fine gifts, fresh floral arrangements, greeting cards, newspapers, magazines, paperback books, snack foods, jewelry, handbags, scarves, active wear, plush animals, toys, balloons, and lottery tickets.

Forgot your toothbrush? Lori’s Gifts provides a wide array of sundries and personal care items not available on the patient care unit.

Lori’s Gifts is located in the Posner Tower on the first floor, past the Information Desk and is open weekdays from 8 a.m. to 8 p.m., and weekends from 9 a.m. to 7 p.m. The phone number is 412-864-6781.

Hopwood Library

The Hopwood Library is a health resource center for patients and families. It is located on the first floor of UPMC Shadyside, just beyond the Shadyside Medical Building entrance. The library features information on specific diseases, drugs, treatments, and a host of other health-related topics.

A librarian can help you to find the information you need. The library is open weekdays from 8 a.m. to 5 p.m. The phone number is 412-623-2620.

Mail

Your cards and letters are delivered to your patient care unit on weekdays. Friends and relatives should address mail to you as follows:

- Your full name
- Your room number and floor
- UPMC Shadyside
- 5230 Centre Ave.
- Pittsburgh, PA 15232

If mail comes to the hospital after you leave the hospital, we will forward it to your home.

Give outgoing mail to your nurse, or drop it off at the nursing station. The U.S. Postal Service picks up outgoing mail Monday through Saturday. Public mailboxes are located in the lobbies of Posner Tower and the Shadyside Medical Building. Postage stamps are available for purchase in Lori’s Gifts at UPMC Shadyside.

E-Cards

UPMC Shadyside patients may now receive electronic cards (E-Cards) from family members and friends. To send E-Cards from any computer, visit the UPMC E-Cards website at ecards.upmc.com. A hospital staff member receives and prints out the
card that is sent, then hand-delivers it to the patient. For the convenience of visitors, computer terminals are located in many of the hospital’s waiting rooms.

**Patient Relations**

Among the many people who will contribute to your care at UPMC Shadyside are staff of Patient Relations. If you have questions or any problems during your hospital stay, Patient Relations can help you to resolve them. Patient Relations encourages you or your loved ones to share your comments, observations, and positive hospital experiences. Through your statements, we will be able to recognize the staff that partnered with you during your stay accordingly. To reach Patient Relations, please call 412-623-2014.

**Condition Help**

Condition Help is a patient safety hot line that patients and families can call when there is a change in the patient’s condition and the patient or family is unable to get the attention of a health care provider. When hospital operators receive a Condition Help call, a rapid response team is activated to address the patient concern.

The Condition Help program provides a hot line for hospital patients and their family members to call when there is:

- An emergency when 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.
- Help for concern about a noticeable change in the patient’s medical condition that the health care team is not recognizing.

To activate Condition Help, dial 412-623-3131 from any hospital phone, and give:

- Your name
- Room number
- Patient’s name
- Patient’s concern

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

**Why does UPMC have Condition Help?**

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

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

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

**Patient Personal Property**

UPMC Shadyside is not responsible for loss of clothing, money, valuables, dentures, glasses, or any other items that you decide to keep with you while you are a patient. UPMC is not
responsible for any patient valuables or other personal property brought to the hospital. Hospital security has a limited number of safe-deposit boxes. To deposit valuables in a safe-deposit box, call 412-623-2990.

Please leave valuables, such as jewelry, large amounts of cash, and sentimental items, at home.

Comfots From Home
Some items from home can greatly improve your comfort in the hospital:

- Your comb or brush
- Your toothbrush and toothpaste
- Your favorite toiletries, such as soap, shampoo, and deodorant
- Reading materials

If you have forgotten these, don’t worry. You are welcome to have a friend or family member bring them to you. Or, visit Lori’s Gifts at UPMC Shadyside. Please see page 12 for more information. Patients are asked not to bring valuables, large sums of money, or small appliances, such as hairdryers or electric razors. If you have these items with you upon admission, we encourage you to send them home with a trusted friend or family member.

Spiritual Care
UPMC Shadyside recognizes that spirituality often plays an important part in the healing of many patients. An interfaith chapel is located on the first floor of Posner Tower.

Chaplains are available at the hospital. You can arrange for a visit or ask about religious services by calling 412-623-2121. If you prefer, you may arrange to have your own clergy visit you.

Pharmacy
You may have your prescriptions filled to take home with you at the full-service pharmacy located at Hillman Cancer Center on the ground level. The pharmacy operates Monday through Friday from 8 a.m. to 6 p.m. The phone number is 412-623-5999. For questions about this service, call the pharmacy or ask your nurse.

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

- Talk to your health care team. Always feel free to ask questions or have something explained if you don’t understand. Patients and family members are important members of the health care team. Feel free to take notes and include your family to help you make important decisions.
- Know your medicines. Before you leave the hospital, ask someone to teach you about your medicines. This includes the name of the medicine, the reason you need to take them, and possible side effects.
- Pain control. We want you to be as comfortable as possible. As soon as you start to feel pain, let one of our staff know so we can help you. If you get pain relief before the pain becomes bad, it takes less medicine to make you feel better.
- Prevent infections. Wash your hands often. The most important step to prevent the spread of germs and infections is hand washing. Here are the recommended steps using soap and water:
  > Wet your hands and wrists with warm water.
Use soap to work up a good lather and rub hard for 15 seconds or longer.
Rinse your hands well, and then dry them.
Use a clean paper towel to turn off the water.

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

- Prevent falls. There are many reasons people feel unsteady when getting out of bed or walking by themselves. This includes being on pain medicine, having surgery, or being in bed for a long time. If you think you need help, ask before getting up to walk. We are here to help you.
- Stay active. An important part of recovery is to get out of bed and move. Your care team wants you to get back to your usual activity level as soon as possible. They will encourage you to:
  - Sit in a chair for meals.
  - Walk to the bathroom.
  - Walk in the hallway 3 times a day.
Please check with your nurse to see if it is safe to get out of bed on your own without help from a care team or family member.

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

Patient Rights and Responsibilities
Effective February 2016

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

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

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

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

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

For your plan of care, you have a right:
- To participate in the development and implementation of your plan of care, including pain management and discharge planning.

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.
• To make an informed decision 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 make your own decision about whether to 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 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, 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.

- 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 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 healthcare.
• To expect that the facility will provide you 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 condition that might cause you to require different treatment or additional help, such as allergies or a healing problem.

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

3. Communicate with our staff
Let your team members know about any changes in your symptoms or conditions. If you already have an Advance Directive, Durable Power of Attorney (POA), Living Will, or organ/tissue donation, please provide us with a copy. We encourage you to ask questions and to be an active member of your care team. Please be sure your doctor knows what side or site of your body will be treated or operated on before any procedure. We encourage you to insist staff cleanse their hands before treating you. Please ask our staff to identify themselves before treating you, and remind them to check your identification before treatments or medicines 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 visitor’s noise level, and respect UPMC property. Your visitors are expected to comply with all service location policies, including isolation policies. Failure to comply may result in being asked to leave. UPMC does not tolerate threatening or harassing behavior nor illegal activity.

9. Accept your room assignments
UPMC manages the hospital environment for the good of all our patients. We may move you to another room or another unit based on your needs and the needs of our patients. You are responsible to cooperate with all room assignments. We cannot guarantee a private room to any patient.

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

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

12. Arrange transportation home
You are responsible to arrange your own transportation home from the hospital and may be responsible to pay some or all of the costs related to your transportation, unless other arrangements have been made with you. We will arrange transportation for you if you are transferred to another facility or have medical needs for special transportation. These services may or may not be paid for by your insurance, depending on your coverage and clinical circumstances.
13. Make payments for services
You are responsible for payment of all services provided to you by UPMC. Payments may be made through third-party payers (such as your insurance company), by self-payment, or by making other payment arrangements for services not covered by insurance. Financial assistance may be available for those who qualify. UPMC will not withhold or delay emergency medical screening or stabilizing treatment that is provided pursuant to the Emergency Medical Treatment & 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 Shadyside to comply with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975, and all requirements imposed by them, so that no person shall on the grounds of race, color, national origin, disability, or age be excluded from participation in, denied benefits of, or otherwise subjected to discrimination in the provision of any care or service. Other agency guidelines prohibit discrimination on the basis of ancestry, religion, sex, sexual orientation, gender identity, marital, familial, or status as a disabled veteran or a veteran of the Vietnam era. If you have questions regarding this policy, please contact Patient Relations at 412-623-2014.

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 medicines or supplements not prescribed by your doctor, as well as weapons, illegal substances, 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. Contact the Patient Relations Department at 412-623-2014 for assistance.

• 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 Patient Relations.

• The Pennsylvania Department of Health also is available to assist you with any questions or concerns about your hospital care. You can reach the Department of Health by calling 800-254-5164 or writing:

   Acute and Ambulatory Care Services
   Pennsylvania Department of Health
   Room 532 Health and Welfare Building
   625 Forster St.
   Harrisburg, PA 17120

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

   The Joint Commission
   Office of Quality Monitoring
   One Renaissance Blvd.
   Oakbrook Terrace, IL 60181
   1-800-994-6610 or patientsafetyreport@jointcommission.org

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

   Livanta
   Attn: Review Services
   9090 Junction Drive Suite 10
   Annapolis Junction, MD 20701
   1-866-815-5440
UPMC policy prohibits discrimination or harassment on the basis of race, color, religion, ancestry, national origin, age, sex, genetics, sexual orientation, gender identity, marital status, familial status, disability, veteran status, or any other legally protected group status. Further, UPMC will continue to support and promote equal employment opportunity, human dignity, and racial, ethnic, and cultural diversity. This policy applies to admissions, employment, and access to and treatment in UPMC programs and activities. This commitment is made by UPMC in accordance with federal, state, and/or local laws and regulations.