



Magee-Womens Hospital

of University of Pittsburgh Medical Center

Medical Surgical Patient Handbook

*Information
for Patients*

Welcome

Welcome to Magee-Womens Hospital of UPMC. At Magee, our first priority is the well-being of our patients. We're very proud of our facilities and especially our staff, who provide high-quality medical care with concern for you as an individual.

This directory is a good source of information. I encourage you to read it and acquaint yourself with our services, special programs, and policies. If you have questions about your care, the nurses on your unit are your primary caregivers and can answer most of your questions.

We will do everything we can to make your stay with us as pleasant and comfortable as possible.

Yours truly,

Leslie C. Davis

President, Magee-Womens Hospital of UPMC

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How to Use Your Patient Handbook

Please review the information in this booklet to help prepare for your hospital stay. Feel free to bring it with you to the hospital. Use the “Notes” section to write questions about your care to help yourself remember to discuss them with your doctor or care team. There is also a tear-out sheet titled “Things to Bring to the Hospital” to help you pack for your stay.

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Before You Arrive

Pre-registration

You can pre-register for your visit to Magee-Womens Hospital online at <http://magee.upmc.com>. You can pre-register online for such scheduled services as:

- imaging procedures: mammography, CT, MRI, ultrasound, DXA (bone densitometry)
- genetic counseling
- inpatient admissions: OB/delivery, surgery
- outpatient procedures and surgery: GI, infusion, physical therapy

It’s easy, and the information you send is secure and confidential. Log on to <http://magee.upmc.com> and click on “pre-register” on the homepage.

Making medical decisions in advance

In most situations, patients have the legal right to decide what medical care they would or would not want to receive, including choices about extraordinary measures such as cardiac resuscitation, dialysis, and the use of ventilators. Ideally, these decisions are made by the patient and doctor together. It is also much easier for everyone involved if these decisions are thought about and made in advance.

Making such critical decisions in a time of crisis can be very difficult. Often, time is of the essence when these decisions need to be made.

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Sometimes patients cannot communicate their wishes because of serious illness or injury. That's why making medical decisions in advance can be so important. By identifying an agent (a substitute decision maker) and/or completing a living will (advance directive), you can make sure your doctors, as well as your loved ones, know your wishes. You can cancel either one at any time.

Difficult decisions and ethics consultation

The Medical Ethics Committee at Magee-Womens Hospital is committed to helping patients, families, and health care providers make difficult decisions that involve ethical concerns by offering help with the decision-making process.

If you would like to arrange a consultation with the Medical Ethics Committee, please ask your nurse, who will contact the appropriate persons. After investigation and discussion, the Medical Ethics Committee will make a recommendation.

Patient representative

You may contact the patient representative at any time to report or discuss problems regarding services or staff at Magee. Call 412-641-4579, Monday through Friday, from 8:30 a.m. to 5 p.m., or visit Room 2161.

What to Expect If You Are Having Surgery

Your doctor may decide you need surgery as part of your treatment plan. Most patients are understandably anxious about surgery. You probably have many questions. To help prepare you for your upcoming procedure, your doctor will require you to view an online educational program called Emmi. This program, which takes about 20 minutes, will teach you about anesthesia and let you know what to expect. There may be additional Emmi programs about your procedure. Your doctor will let you know.

You must complete this program at least 48 hours before you are to report for your procedure. To begin, log on to www.upmc.com/emmi and select “Magee-Womens Hospital.” You can view the Emmi program as many times as you like. Feel free to include your family or anyone else who is involved in your care.

If you have any questions, please discuss your concerns with your doctor or nurse.

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Do I need a pre-anesthesia evaluation before my surgery?

Your surgeon may recommend a pre-anesthesia evaluation seven to 14 days before your surgery. During this evaluation, your medical status will be evaluated and an anesthesia plan will be formulated based on the type of surgery and your current medical status.

If you are scheduling your own pre-anesthesia evaluation appointment, please call 412-641-4808 or 412-641-4818. Appointments are available Monday through Friday from 9 a.m. to 4 p.m. The entire visit (on average) takes two and one-half hours. If you are currently admitted to the hospital, this evaluation should occur on your inpatient unit before your surgery.

What can I expect when I come in for my pre-anesthesia evaluation?

You will report directly to the Pre-anesthesia Clinic on the fifth floor. Please sign in at the reception desk and tell the receptionist that you are there to be seen for your pre-anesthesia visit. You will be given a patient discount parking voucher. You will be pre-registered for surgery at this time, so please remember to bring your insurance cards. Also, please bring a list of all current medications (prescription, over-the-counter, and herbal) and the names and phone numbers of your primary care physician and any other specialist who provides medical care for you.

After registration, you will meet with a nurse who will conduct a health history and assessment and review pre-op/post-op instructions with you. Then you will meet with a member of the anesthesia team to review your health history. If your surgeon has sent pre-op orders, you may also then have pre-op testing done (blood work, EKG, or chest x-ray, if needed).

Your pre-op testing should be done before your day of surgery. Testing on the day of surgery may result in delay (waiting for results) or cancellation of your surgery because of abnormal results.

What medicines should I stop taking before surgery?

You should stop taking all herbal and weight loss medicines at least two to four weeks before surgery. Also, stop taking all aspirin, medicines containing aspirin, and NSAIDs (such as ibuprofen, Motrin, Aleve) one to two weeks before surgery. If you are taking vitamin E (dosages greater than 600 units per day), you should stop one to two weeks before surgery. If you are taking a blood-thinner (Coumadin), follow your surgeon's instructions. It is also recommended that you stop smoking at least 24 to 48 hours before surgery.

The day before surgery

Unless your surgeon has given you other instructions, you may have solid food up until midnight. After midnight, you may have only clear liquids (water, plain tea, ginger ale, etc.) up to six hours before your surgery time. For example, if your surgery is at 8 a.m., you can have clear liquids until 2 a.m. Do not chew gum, eat mints, or drink coffee or alcohol. Complete any bowel preparation ordered by your surgeon.

If you develop a cold, cough, or fever or experience any other change in your physical condition, notify your surgeon immediately.

We start to make our pre-op phone calls between approximately 2 to 3 p.m. the working day before your surgery. (If your surgery is scheduled on a Monday, we will call you on the Friday before.) Depending on the number of calls we are making, it is not unusual that we are still making these calls until at least 7 to 8 p.m. During that pre-op phone call, the nurse will complete a health history, if not already done. He or she will instruct you as to the time to report to the hospital, the time of your surgery, and review instructions about your individualized surgery plan. If we reach you via answering machine and are unable to speak with you directly, we will leave a generic message, with a return phone number for you to call us back. If we do not hear from you, we will leave a generic list of instructions regarding "your appointment" to include report time and

when to stop eating/drinking. If you have not received a phone call by 9 p.m. on weekdays, weekends, and holidays, please call 412-641-4000. A voicemail message will list your instructions. To learn your surgery time, please call Admitting Services, at 412-641-4310, give them your name and request the time of your surgery.

The nurse will ask about your daily medicines during your pre-op phone call. The nurse will review what medicines you should and should not take before coming to the hospital.

On the day of surgery

Please report to the Surgical Services Reception area, third floor. Plan to arrive **two hours** before your scheduled surgery time. If you are also scheduled for a radiology appointment before your surgery (breast localization, IJ line placement), please note that your report time will be **one and one-half hours before that radiology appointment.**

Once you have reached Surgical Services Reception, you will be asked to sign in and complete a pre-anesthesia evaluation sheet (if you are having anesthesia and have not already completed this form). Magee now has point-of-care registration located within our department. Please bring your insurance information with you for the registration process. Additionally, if you have a living will or power of attorney, please bring a copy of this with you for your chart.

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Take any medicines your surgeon has instructed you to take with a small sip of water before coming to the hospital. Please wear comfortable, loose-fitting clothing and flat shoes. You may wear makeup, nail polish, and/or acrylic nails (tips). Please remember to bring your eyeglass case (if you wear glasses) or a contact storage container (if you wear contacts). Do not bring valuables (jewelry, credit cards, large amounts of cash) with you.

If you are having same-day surgery, you must have a responsible adult available to drive you home on the day of your surgery. Also, for your safety, it is strongly recommended that you have a responsible adult remain with you for the first 24 hours following your surgery.

One free parking voucher is provided for you if you are going home on the day of your surgery. You may give this to whoever drives you to the hospital on the day of surgery. If you are staying overnight in the hospital, a patient discount voucher will be given to your driver for that day. On your day of discharge, parking will be free.

A staff member will escort you to the Pre-op Holding Area. You will be assigned to a private cubicle, where you can change into a patient gown. A nurse will take your vital signs and complete any orders your surgeon has written for you.

You will be seen by the anesthesiologist (if you are having anesthesia) and also by your surgeon. If you are having anesthesia, you will also have an IV (intravenous catheter) started in this area. A small local injection of Xylocaine will be used before the IV insertion to numb the area where the catheter will be inserted.

Limited visitation by a support person is permitted at a mutually convenient time in the Pre-op Holding Area.

You will sign a consent for surgery

Your surgeon and your anesthesiologist will explain the details of surgery and anesthesia, including its risks and benefits. He or she will then ask you to sign a consent to perform the surgery and anesthesia. The surgeon or his or her designee will either mark the location on your body where your surgery will be performed, or have you mark the correct side of your body. It is important that you ask your surgeon and anesthesiologist questions so that you have a good understanding of your surgical plan.

What happens in the Operating Room?

You will be taken to the Operating Room by the nurse anesthetist (if you are having anesthesia) and properly identified by your surgeon. In the Operating Room, you will be cared for by specially trained staff. You will be assisted onto the operating room table and given a warm blanket.

A circulating nurse, a scrub nurse, a nurse anesthetist, an anesthesiologist, and your surgeon will provide constant care. Magee-Womens Hospital is a teaching hospital, so there may be a resident assigned to assist your surgeon. There is no family visitation in the Operating Room.

How will my family know when my surgery is over?

After surgery, your surgeon will come to the waiting room, give a brief report, and inform your support person that you are in the Recovery Room. If you are having a longer surgical procedure, the circulating nurse from the Operating Room will call the waiting room approximately every two hours with an update. If your family or support person leaves the waiting area, please inform the secretary at the reception desk.

In the Recovery Room

After surgery, you will be taken to the Recovery Room, where specially trained nurses will care for you. (The exception to this is when patients are taken directly to the Intensive Care Unit.) You will have an oxygen mask for as long as you need it. You will be placed on a monitor to observe your heart rhythm and measure the oxygen in your blood. The monitor will check your blood pressure, pulse, and respirations every 15 minutes. Your nurse will also regularly check your surgical site.

You also will be asked to describe your post-op pain level using a 0 to 10 pain rating scale. Zero indicates no pain and 10 represents the worst pain that you have ever experienced. Pain medications are readily available should you need them. Please tell your nurse if you are uncomfortable.

Your length of stay in the Recovery Room depends on the type of surgery and anesthesia you have had. Some patients stay for an hour, while others stay for several hours. There is no family visitation in the Recovery Room.

After the Recovery Room

When you are ready and have been seen by an anesthesiologist, you will be transferred to your inpatient room (if you are staying overnight) or to the Phase II Recovery Area, located next to the Pre-op Holding Area. Here, specially trained nurses will care for you and begin to prepare you for your return to your home. You will be helped into a reclining chair in a private cubicle. Your family member can be present during this phase of care.

Your nurse will explain discharge instructions that have been written by your surgeon. If you have any discomfort, please let your nurse know. The 0 to 10 pain rating scale will be used again in Phase II. Additionally, please let the nurses know if you are experiencing any nausea. Your length of stay here depends on the type of surgery and anesthesia you have had.

When you are ready for discharge and have changed back into your clothing, you will be transported by wheelchair to the main entrance of the hospital. You will then be helped into your car, and your support person will take you home.

If you go home, the staff will call you the next working day. During this call, we will check how you are doing, go over your discharge instructions, and give you an opportunity to evaluate your care.

Pain relief

Controlling pain is an important part of your comfort and recovery. Many caregivers will ask you to rate your pain on a 0 to 10 scale. Pain may be controlled by medications or by non-medicated methods such as positioning. We encourage you to talk to your doctor about your pain and medications.

Pain medications are administered in a variety of ways. You may have a PCA (patient-controlled analgesia) pump that gives you medication through your IV when you press a button. **Only you should press the button, not your visitors.** The pump is specifically set for you so that you will not get too little or too much medication. Pain medications also come in pills, which are usually ordered PRN (as needed). Please tell your nurse when you are feeling pain.

Positive Patient Identification (PPID)

Positive Patient Identification (PPID) is a barcode technology that we use for medication administration to enhance patient safety. The nurse and the respiratory therapist will scan their ID badges, your identification bracelet, and the medication that you are receiving as a safety check to ensure that you have received the proper medication as prescribed by your physician.

Your Hospital Stay

Your care team

Patient care at Magee-Womens Hospital is provided by a variety of different caregivers. They work as a team to provide you with a coordinated and individualized approach to care.

Physicians: Your attending physician has primary responsibility for your care while you are in the hospital and decides when you are ready to go home. Assisting your physicians are residents, nurse practitioners, and physician's assistants.

Nursing Staff: Registered nurses are responsible for your overall care, carrying out the orders of your physician team. They provide you with many aspects of care, including medications and teaching. In the Operating Room and Intensive Care Unit, the nurses wear blue scrubs. On the general units, the registered nurses wear white uniforms and the licensed practical nurses wear a combination of purple and white.

Support Staff: Patient care technicians assist the nurses in caring for you. They wear purple scrubs and perform tasks such as assisting you with morning care and making your bed. Patient support assistants wear sea spray green scrubs and are responsible for cleaning your room and escorting you for tests or discharge. Health unit coordinators provide clerical support.

Respiratory Care Practitioner: Respiratory care practitioners assist you with breathing treatments and oxygen therapy, if needed, after surgery. Their uniform is ink blue scrubs.

Medical Social Workers and Spiritual Care: Medical social workers and spiritual care staff are available for counseling and consultation. Please ask your nurse to refer you.

Clinical Nurse Specialists: Clinical nurse specialists specialize in skin and wound care, pain, and complex symptom management. Your physician or health manager can refer you to a clinical nurse specialist.

Health Manager: A health manager may be assigned to coordinate your plan of care before admission, during your stay, and through discharge, if needed.

Guidelines for your stay

Your Safety: Magee-Womens Hospital has policies related to your safety. You can help your caregivers look out for your safety in several ways:

- Tell us if you have ever fallen at home.
- Press your call light for help to get out of bed.
- Make sure your caregivers know about all the medications you are taking. Do not take your medications while you are in the hospital.

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- Tell your caregivers about any allergies or reactions to medications. Be sure a red allergy band is attached to your wrist.
- Ask questions if you are unfamiliar with a medication that is prescribed. Ask about reasons for tests.
- Ask questions if there is anything that you do not understand.

Smoking: Magee-Womens Hospital is a smoke-free environment. All patient rooms and hallways are equipped with smoke detectors. Ask your nurse about the designated visitor smoking areas outside.

Wireless Devices and Cell Phones:

The use of wireless devices and cell phones is restricted for use in patient care areas. These devices can disrupt vital medical equipment. Please keep all cell phones in the “OFF” position if you are within six feet of medical equipment.

Cell phones and wireless devices can be used in most hospital waiting rooms, reception areas, and in public areas including courtyards, except those with posted restrictions. You will see staff using special phones that look like wireless devices or cell phones. These special phones do not interfere with vital equipment. They only work in limited hospital areas.

Electrical Appliances: Please leave personal appliances at home. We can lend you a hair dryer if you need one. Audio/video equipment must be battery-operated. Please do not bring any item that needs to be plugged in.

Jewelry, Money, Expensive Clothes:

Since we cannot be responsible for your personal belongings, please leave your valuables at home. You may wear your wedding band. All body-piercing jewelry needs to be removed. Have a small amount of coins and cash for coffee, newspapers, public phone calls, gift cart items, etc. A phone calling card is helpful, especially for long-distance calls.

Linen Service: You will receive fresh towels and pillowcases daily. The rest of your linen will be changed weekly or as needed. If you would like your linen changed more frequently, please ask your nurse.

Telephone and Television: Telephone and color television service is automatically provided for \$5.50 per day plus a one-time charge for connection. Daily charges are billed to your home telephone bill. **If you do not want phone or television service, dial 1-800-775-8352.** You may use the television in your room to receive radio stations and the Magee education channels at no charge.

Your family and friends can call you directly on your bedside telephone by dialing the number shown on your phone. To place a local outgoing call, dial 9 and then the number you are calling. If your call is a toll call or long-distance call, the operator will answer and ask for billing information (credit card, collect, third party). You may want to bring a calling card with you.

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Volume-controlled telephone equipment is available for patients who have hearing impairments. Please tell your nurse if you need it. Pay phones are located on each floor and in the Main Lobby.

Food Service: The hospital has Room Service available from 7 a.m. to 11 p.m. Your nurse, based on your doctor's orders, informs the Dietary Department of your type of diet (clear liquids or regular food). You place your order by dialing MEAL (ext. 6325) from your bedside phone. Please ask your nurse for help or if you are interested in seeing a dietitian. Gourmet selections are available for an additional charge.

Your family members may also purchase a guest tray from 7 a.m. to 11 p.m. using Room Service by dialing MEAL (ext. 6325). Food is also available in the hospital Cafeteria and in the Garden View Gift Shop. Both are located on the first floor.

Visiting Guidelines: Visiting hours are from 11 a.m. to 8:30 p.m. No one under age 13 may visit without first checking with your nurse. Support persons may be able to spend the night in the patient's private room if needed. Please make arrangements with your nurse.

Some people may find it confusing and difficult to be in the hospital. If you have a history of confusion or feel uncomfortable, you may want to encourage a family member to stay with you. We can also provide you with information about private duty services. Please ask your nurse or social worker for information.

Visitor guidelines vary in the Intensive Care Unit. Please see your caregiver for specific information.

To protect you, we ask that you advise family and friends not to visit if they have had a recent illness or respiratory infection or if they have recently been exposed to a communicable disease, such as chicken pox.

Parking: Patients and visitors may park in the underground parking garage located at the main entrance off Halket Street. The garage is open from 6 a.m. to 10 p.m. You may pay for parking at the pay stations located in the Main Lobby and on the Zero Level.

Discharge: Your primary physician decides when you will be discharged. You may receive prescriptions and instructions from a resident physician or a nurse. A health manager or a social worker may assist you or your family with discharge planning, especially if home care or other arrangements are needed or desired. Please work with your caregivers to plan for your discharge and tell us about any possible needs.

Insurance and Billing Information

The following information will help you understand insurance and financial issues associated with your care.

Pre-arrival services

After your doctor tells us about your service or procedure, a registration interviewer from Admitting Services will call you. The registration interviewer will ask a series of personal and financial questions. This information will be kept confidential. During the pre-registration interview, you will need to give your insurance information as well as facts about yourself, such as your address and date of birth. Providing the correct insurance information will help your bills get processed quickly and accurately. If Admitting Services has not called you by the day before your scheduled appointment, please call 412-641-4310 or 412-641-4311.

General payment policies

Please give all related information about your medical insurance to the admitting registrar when you arrive. The Patient Financial Services department will file your claims when the benefits are assigned to Magee-Womens Hospital of UPMC. If your insurance doesn't include Magee-Womens Hospital, or your insurance cannot be verified, you will need to make payment arrangements.

If you have medical insurance, you probably were asked to assign benefits to Magee-Womens Hospital and to make a deposit to cover the amount your insurance company does not pay, such as like co-payments, deductibles, co-insurance, and non-covered services).

All patients are responsible for the cost of services received at Magee-Womens Hospital. As a courtesy service, we will bill your insurance company for you. However, you are responsible for the payment of all balances due on your account.

Patients who have no insurance

If you have little or no insurance, or if you don't provide us with adequate billing information, you will be considered a "private pay patient." Private pay patients are required to pay an estimated bill upon registration.

If you need help with financial arrangements, you or a member of your family should call us at 412-641-4451 or 412-641-1690. If you need information on our patient financial assistance program, you or a member of your family should call us at 412-641-1136.

Referral authorizations

Most managed care insurance companies, health maintenance organizations (HMOs), and point of service plans (POSs) require that your primary care doctor get authorization for you to see a specialist. This is called a “referral authorization.” It is your responsibility to be familiar with your insurance coverage. You should know whether or not your insurance company requires a referral authorization. If your insurance company requires a primary care physician referral and you didn’t get one, you may be responsible for payment.

Deposits and refunds

- The deposit required at the time of registration is determined by:
- the type of insurance or other medical coverage you carry
- the type of medical services you need
- your expected length of stay in the hospital, if you will be admitted

If the deposit you make turns out to be more than your final bill, we will send you a refund check after your insurance company has settled its portion of the claim. A refund will not be issued until both the hospital and physician bills have been paid.

If we owe you a refund and no insurance coverage is involved, you will receive the refund as soon as we have totaled all charges to your account. Any deposit made using a credit card requires that the refund be made to the same credit card.

“Past due” accounts

If you are past the payment due date on your medical bills, you may be asked to make payment or to see a financial counselor to talk about payment options.

Payment options

Magee-Womens Hospital accepts several forms of payment for services, including:

- Cash, check, and money order
- Visa, MasterCard, Discover, and American Express

Hospital bill

Your hospital bill lists services ordered by your doctor and provided by Magee-Womens Hospital. It also includes the cost of your room, use of hospital equipment, and supplies. If you were an inpatient, an itemized bill from Magee will be mailed to you soon after you are discharged from the hospital. You can request an itemized bill for outpatient services by calling 412-641-1136.

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Physician bills

Each doctor who treats you will send you a bill separate from the bill that you receive from the hospital. Consulting doctors read and interpret laboratory results, x-rays, and other tests requested by your doctor. A separate bill will be sent to you by each doctor who was consulted. You may not have seen each of these doctors, but any doctor who helped interpret your test results will send you a bill. The charge for the Magee-Womens Hospital equipment used to perform the tests will appear on your hospital bill, not on your doctor bills.

Questions

If you would like more information about admission, registration, billing, or collection policies before your admission or outpatient service, please call 412-641-4451 or 412-641-1690 between 8 a.m. and 4:30 p.m. Monday through Friday to speak with a financial counselor.

If you would like more information after leaving the hospital, please call 412-641-1136 between 8 a.m. and 4:30 p.m. Monday through Friday to speak with a patient financial services representative.

Your responsibilities

- Carry your current insurance cards with you at all times.
- Be familiar with your insurance benefits. It is your responsibility to know your insurance company's requirements and procedures. Address questions related to your plan to your insurance representative or to a member of our health management team.
- Make sure your doctor and Magee-Womens Hospital of UPMC are listed as participating providers in your plan's provider book. For help in finding a doctor or health service that suits your needs, call 412-647-UPMC (8762).
- If your insurance company requires a referral authorization, call your primary care doctor before you see a specialist. The primary care doctor usually will request to see you before giving the referral authorization.
- Maintain personal records of physician referrals, second opinions, and advice from your health plan.
- Keep track of the referral authorization information given to you by your primary care doctor's office.

Patient Confidentiality and Your Rights

At Magee-Womens Hospital of UPMC, we are committed to protecting the privacy of your medical information, as federal and state laws require. When we say "information," we mean health, treatment, or payment information that identifies you. Please review UPMC's "Notice of Privacy Practices," which describes how we meet this commitment. The notice also explains your legal rights about what is in your health record. All people and places that make up UPMC follow this notice. The notice is available throughout the hospital at appropriate registration areas.

If you have questions about the confidentiality of your medical records, please call the Health Information Management Department at 412-641-4280, Monday through Friday between 8 a.m. and 5 p.m.

Statement of Patient Responsibilities

Magee-Womens Hospital of UPMC expects its patients to assume the following responsibilities:

1. To effectively manage your illness, Magee-Womens Hospital expects that you or a legally authorized individual will provide accurate and complete information about present symptoms, past illnesses, hospitalizations, medications, and other matters relating to your health history.
2. You are responsible for cooperating with all hospital staff and asking questions if you do not understand directions and/or procedures.
3. You are responsible for following all hospital rules and regulations. You are expected to be considerate of other patients and hospital staff, and to help control noise and the number of visitors in your room. You are responsible for being respectful of the property of other persons and of the hospital.
4. You are expected to help the physicians, nurses, and other hospital staff by following their instructions and medical orders, as well as keeping scheduled appointments.
5. The hospital expects that you will not take drugs that have not been prescribed by your attending physician and administered by hospital staff and that you will not complicate or endanger your healing process by consuming alcoholic beverages or toxic substances during your hospital stay.
6. You are responsible for your actions if you refuse treatment or do not follow your physician's instructions.
7. You are financially responsible for all services rendered. Payment may be made either through third-party payers (your insurance company) or personal payment for any services that are not covered by your insurance policies.
8. Except in emergencies, the hospital expects your legally authorized representative to be available to hospital staff for review of your treatment in the event that you are unable to communicate.

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Statement on the Hospital and Patient Relationship

Magee-Womens Hospital of UPMC, as a regional specialty and teaching hospital, provides obstetric, gynecologic, surgical, cancer, and newborn services. We believe that the efforts of the health care team must focus on what is most beneficial for the patient. Therefore, it is our aim to provide quality medical services in an environment that respects each patient's individuality and dignity.

Statement of Patient Rights

Magee-Womens Hospital of UPMC seeks to ensure the protection of each patient's physical and emotional health and safety. The following is a list of the patient's rights while in the care of this facility.

1. You have the right to respectful care given by competent staff.
2. You have the right to consideration of your personal privacy.
3. You have the right to have all records pertaining to your medical care treated as confidential except as otherwise provided by law or third-party contractual arrangements.
4. You have a right to know the hospital rules and regulations that apply to your conduct as a patient.
5. You have a right to expect emergency procedures to be implemented without unnecessary delay.
6. You have the right to full information about your diagnosis, treatment, and prognosis.
7. You have the right to be advised of and consent to participation in any research program.
8. You have the right to refuse any drugs, treatment, or procedure ordered by your physician(s), to the extent permitted by law. A physician shall inform you of the medical consequences of your refusal of any drugs, treatment, or procedure.
9. You have the right to medical and nursing services, and access to available accommodations, without discrimination based upon race, color, religion, age, disability, sex, sexual orientation, national origin, or source of payment.
10. You have the right to expect good management techniques to be applied within the hospital.
11. When medically permissible, you may be transferred to another facility only after you or a legally authorized individual has consented to the transfer after receiving an explanation concerning the need for and alternatives to such a transfer. The institution to which you are to be transferred must first have accepted the transfer.
12. You have a right to examine and receive a detailed explanation of your bill and counseling on the availability of financial resources related to health care services.
13. You have the right to engage in a hospital-appointed ethics consult.

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14. You have the right to appropriate assessment and management of pain.
15. You have the right to initiate an advance directive.
16. You have the right to be free from all forms of abuse and harassment, including verbal, physical, psychological, sexual, and emotional abuse.
17. You have the right to be free of restraint that is not medically necessary.
18. You have the right to consistent, quality care and high professional standards that are continually reviewed.
19. You have the right to know the name and profession of all health care providers involved in your care.
20. Except for emergencies, the physician must obtain the necessary informed consent prior to the start of any procedure or treatment as required by law.
21. You have the right to assistance in obtaining consultation with another physician at your request and own expense.
22. You have a right to an interpreter, whenever possible, if you do not speak English.
23. You or your authorized representative have the right, upon request, to have access to all information contained in your medical records, unless access is specifically restricted by the attending physician for medical reasons. You have the right to a copy of your medical record for a reasonable fee.
24. You have a right to expect to be informed on discharge of continuing health care requirements and how to meet them.
25. You have a right to access an individual or agency that is authorized to act on your behalf to assert or protect the rights set out in this section.
26. You have a right to be informed of your rights at the earliest possible moment in the course of your hospitalization.
27. You have the right to contact the hospital's patient representative at 412.641.4579 or ext. 4579 to discuss concerns you may have regarding your hospital experience. You have a right to prompt resolution to those concerns.
28. You have the right to address your concerns regarding a violation of your rights to the Pennsylvania Department of Health at:
Pennsylvania Department of Health
Division of Acute and Ambulatory Care Health and Welfare Building
P.O. Box 90
Harrisburg, PA 17108-0090
1-800-254-5164
29. The hospital is accredited by the Joint Commission Accreditation of Health-care Organizations (JCAHO). If you believe your concerns about care or safety have not been addressed by the hospital, you have the right to contact the Joint Commission's Office of Quality Monitoring by calling 1-800-994-6610 or by sending e-mail to complaint@JCAHO.org.

Checklist: Things to Bring to the Hospital

Care concerns

We want to make your stay in the hospital as comfortable as possible. Here are a few things to bring when you are admitted.

You can check them off as you pack your bag. Note: None of these items are provided by the hospital.

- insurance provider card
- advance directive and/or living will
- a list of allergies or reactions to medications or other substances
- a list of any prescription and over-the-counter medications, dietary supplements, vitamins, and herbal preparations that you take at home (name, dose or strength, and instructions for taking)
- notes on past medical history and surgical history, including any allergies you have
- name and telephone number of the pharmacy where you get your prescriptions filled
- phone numbers of your family and friends

Comfort concerns

- mouthwash, toothpaste, and toothbrush
- lip balm or lipstick to moisten lips
- brush and comb; a band for long hair
- toiletries: shampoo, soap, deodorant, makeup (hair dryers are available on request)
- contact lenses, case, lens solution, case for eyeglasses
- robe and/or nightgown, socks, and slippers
- pad, pencils, and pens
- pillows or other personal items that may be comforting (we suggest items that are disposable or easily washed)
- bras and underwear
- a going-home outfit (loose clothing may be more comfortable)



UPMC

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Medical Center

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MWH259750 JKV/MM REV 06/06
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For help in finding a doctor or health service that suits your needs, call the UPMC Referral Service at 412-647-UPMC (8762) or 1-800-533-UPMC (8762).

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This information is not intended to be used as a substitute for professional medical advice, diagnosis, or treatment. You should not rely entirely on this information for your health care needs. Ask your own doctor or health care provider any specific medical questions that you have.