

While in the hospital, you can call Condition Help by dialing one of the numbers below from a hospital phone.

- Children's Hospital of Pittsburgh of UPMC: **692-3456**
- UPMC Magee-Womens Hospital: **1-4444**
- UPMC Altoona: **889-4000**
- UPMC Bedford: **623-4740**
- UPMC East: **112**
- UPMC Hamot: **7300**
- UPMC Horizon-Greenville: **5555**
- UPMC Horizon-Shenango Valley: **5511**
- UPMC Jameson: **111**
- UPMC McKeesport: **111**
- UPMC Mercy: **111**
- UPMC Montefiore: **7-3131**
- UPMC Northwest: **4-4444**
- UPMC Passavant: **111**
- UPMC Presbyterian: **7-3131**
- UPMC Shadyside: **3-3131**
- UPMC St. Margaret: **7070**
- UPMC Western Psychiatric Hospital: **586-9742**

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Condition Help: A Patient and Family Hotline

You are our partners in care.

Be a part of the health care team for you or your loved one.

At UPMC, we care about your safety. And we know that sometimes you or a close loved one can see that something is wrong. No one knows your health care needs better than you and your family. Condition Help is a powerful tool for patients and families.

What is Condition Help?

Condition Help is a hotline that was created to address the needs of the patient in case of an emergency or when the patient is unable to get the attention of a health care provider. Condition Help is a resource for you and your family to call if you believe that you or your loved one's health may be in immediate danger. When hospital operators receive a Condition Help call, a rapid response team is called right away to help the patient.

The Josie King Story

Josie King, an 18-month-old little girl, died in 2001 from medical errors at one of the best hospitals in the country. Josie was the sister of Jack, Relly, and Eva and the beloved daughter of Tony and Sorrel. She died as a result of a series of hospital errors and poor communications. Though Josie was not a UPMC patient, UPMC honors her memory through Condition Help.

When do I call Condition Help?

Call Condition Help if:

- There is an emergency and you cannot get the attention of hospital staff.
- You see a change in the patient's condition and the health care team is not recognizing the concern.
- There is a breakdown in how care is given or uncertainty over what needs to be done.

What will happen when I call?

When you call, the operator will ask for the patient's name and room number, and the reason for your call. The operator will call a specialized team right away. A team of medical professionals is alerted and responds. The Condition Help team responds 24 hours a day, 7 days a week.

Don't feel wrong or awkward about calling Condition Help. What concerns every member of UPMC the most is that your loved one gets the care they need quickly.

