

We're here for you.

Your Surgery is scheduled for: _____

at _____

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All of us at UPMC Pinnacle are here for one reason — to take care of you. For more than 140 years, our caring, professional staff has been setting new standards of excellence as we strive to bring you the best in comfortable, affordable, quality health care.

This booklet was prepared to help you understand some of our services and procedures. Please bring this folder and all forms with you to the hospital on the day of testing and admission. If you have any additional questions, please speak with your physician or with any member of our staff.

We thank you for putting your trust in UPMC Pinnacle. To serve you is our responsibility and pleasure. Any suggestions that you have to improve our services are welcome.

Arrival to the hospital Checklist:

Report to: _____ Arrival time: _____

Nothing to eat or drink after: _____

Other instructions: _____

Medications: *Bring list of medications to hospital*

Please take the following medications the morning of surgery with a small sip of water: _____

Do not take the following medications the morning of surgery: _____

REMINDERS:

- **Make sure you have someone available to drive you home after your surgery.**
- Remove **all** jewelry – including rings and all types of body piercings and dermals. Rings cannot be taped.
- Do not chew gum or eat hard candy the morning of surgery.
- Do not smoke after midnight the night prior to surgery.
- You may brush your teeth the morning of surgery- please swish and spit; do not drink.
- No makeup, No lotion, No powder, No deodorant, No alcohol-based hair products (i.e. gel, hairspray).
- Shower as usual the morning of surgery with antibacterial soap (i.e. Dial or Safeguard). If your surgeon provided “special soap,” please shower as directed by the surgeon’s office.
- Please leave all valuables at home.
- Leave all medications at home except for:
 - Prescription eye drops
 - Inhalers
- Wear clean, loose, and comfortable clothing and sturdy walking shoes.
- Leave suitcases/canes/walkers in the car – a family member can retrieve them once you receive a room assignment.
- **What to bring to the hospital:**
 - This sheet with a current list of all prescription medications and over-the-counter medications as well as last doses
 - Insurance cards
 - Photo ID
 - CPAP machine if applicable
 - Prescription eye drops and inhalers

Scheduling Preadmission Testing

Preadmission testing (lab work, EKGs, x-rays, etc.) can be done on a walk-in basis at the following locations:

UPMC Pinnacle Carlisle

361 Alexander Spring Road, Carlisle PA

UPMC Pinnacle Community Osteopathic

4300 Londonderry Road, Harrisburg PA

UPMC Pinnacle Harrisburg

111 South Front Street, Harrisburg PA

Fredricksen Outpatient Center

2015 Technology Parkway, Mechanicsburg, PA

Blood Work

If you need blood work for Preadmission Testing, UPMC Pinnacle offers walk-in locations in Annville, Carlisle, Dillsburg, Hanover, Harrisburg, Hummelstown, Lancaster, Lemoyne, Lititz, Mechanicsburg, Middletown, Millersburg, New Oxford, Newport, Shippensburg, Spring Grove, and York. For a list of locations and hours, please refer to page 28.

The Day of Preadmission Testing

- Please bring this booklet, a photo ID, and all of your insurance cards and the papers given to you at your physician's office.
- A parent or legal guardian must accompany all minors under 18 years of age.
- Do not "fast" unless instructed to do so by your surgeon. The last meal eaten before coming for preadmission testing should be low in fatty foods, milk and milk products.
- Below are directions to the appropriate locations for the Preadmission test at each site. (You can find driving directions on pages 20-26):

UPMC Pinnacle Carlisle

Free parking is available in front of the outpatient services entrance. Report to the registration desk to the left of the entrance.

UPMC Pinnacle Community Osteopathic

Free parking is available in front of the main lobby. Report to the Patient Registration area located in the hospital's main lobby, next to the front desk. A free shuttle service is available from the parking lot if needed.

UPMC Pinnacle Harrisburg

Free parking is available in the UPMC Pinnacle Harrisburg patient parking garage, which can be accessed from either Front Street or Second Street. Bring your parking ticket in with you to be validated in the patient registration area. Valet service is available directly in front of the hospital lobby. This service is purely optional. There is no charge for Valet Parking. The Valet attendant will give you a claim check and phone number to call when ready. Enter the hospital through the main lobby and follow signs to the Patient Registration, which is located on the first floor near the main lobby.

Fredricksen Outpatient Center

Free parking is available in front of the Fredricksen Outpatient Center. Imaging and lab services are located on the first floor just off the rotunda. Enter the Fredricksen Outpatient Center by the flagpole/circular driveway.

Taking Medicine Before Surgery

In general, you can take all medications, including pain and acid reduction medications as well as beta-blockers, early in the morning of your surgery with a sip of water. Please note the following exceptions:

It is recommended that patients DO NOT take the following medicines. You MUST discuss stopping these medications with the prescribing provider before stopping:

- **MAO Inhibitors** (for example, Nardil and Parnate) should be stopped two weeks prior to surgery.
- **Blood Thinners** (including but not limited to aspirin products, ibuprofen, Motrin, Plavix, Eliquis, Warfarin, Effient, Pradaxa, and NSAIDS) should be stopped one week prior to surgery unless otherwise instructed by your prescribing physician.
- **All Amphetamine class of medications** (for example, Adderall, Vyvanse, Ritalin, Concentra, Strattera, etc.) should be stopped one week prior to surgery unless otherwise instructed by your prescribing physician.
- **ACE Inhibitors** (for example, Lisinopril, Enalapril, Quinapril, etc.) should **NOT** be taken the morning of surgery.
- **Diuretics**, also known as "water pills" (for example, furosemide, and hydrochlorothiazide), should **NOT** be taken the morning of surgery.

- **Angiotensin Receptor Blockers (ARBs)** (for example, losartan, valsartan, Benicar, Cozaar, etc.) should **NOT** be taken the morning of surgery.
- **Dietary Supplements and Vitamins** should be stopped two weeks prior to surgery
- **Herbal Medications** should be stopped two weeks prior to surgery
- **Diet Pills** (for example, Pondamin, Fastin, Phentermine) should be stopped two weeks prior to surgery
- **Contrave and Revia** should be stopped 72 hours prior to surgery
- **Transcatheter Aortic Valve Replacement (TAVR)** patients should **NOT** take their beta blockers the morning of surgery.

For patients who have diabetes: It is best to receive instructions from your physician who prescribes your diabetic medication. Instructions will be reviewed during your preop phone call to discuss the medication you should take the evening before and the day of surgery.

Cardiac Surgery Patients:

Please follow all medication instructions as outlined by the surgeon's office.

Medical Marijuana:

Federal law still prohibits the possession and utilization of marijuana in any form, under any circumstance. Therefore, UPMC Pinnacle prohibits the possession and utilization of marijuana in any form on UPMC Pinnacle property. If you are prescribed medical marijuana, please do not bring it to the hospital. Please discuss with your surgeon and or prescribing provider an appropriate alternative.

Before Your Surgery

Approximately Seven Days Prior to Your Surgery

Approximately one week prior to your surgery a member of the preadmission department will call you to complete your preadmission medical history and obtain a list of your medications.

If are taking a blood thinner or are on aspirin products, ibuprofen, Motrin, Plavix, or NSAIDS and you have not received instructions from your prescribing provider on when or if to discontinue prior to your surgery, please call them today to receive those instructions.

Additionally, during this call, all women ages 12-55 who have not had a hysterectomy will be notified of the UPMC Pinnacle pregnancy testing requirements prior to surgery. If your doctor provided a home pregnancy test to you in the office, it must be completed within seven days of your scheduled procedure. Patients will be asked in the pre-operative area to self-report the date of the test and the results. Patients will also be required to sign a waiver indicating that they completed the test and the results. If the pregnancy test is positive, patients are to contact their surgeon right away.

One Business Day Prior to Your Surgery

On the business day prior to your surgery a member of the preadmission department will call you to provide your surgery time, arrival time to the hospital, and all final instructions. **Please have this booklet available when you receive this call.**

If you have not been called by 4 p.m., please contact the hospital preadmission testing department:

UPMC Pinnacle Carlisle	717-960-3227
UPMC Pinnacle Community Osteopathic	717-230-3461
UPMC Pinnacle Harrisburg	717-230-3461
UPMC Pinnacle West Shore	717-230-3461

The preadmission department experiences a high call volume. If you need to leave a message, please be sure to leave your name, date of birth, and the specific time and phone number that works best for you. We will make every attempt to return your call at the time you request.

Please note the preadmission department is closed on holidays and weekends. Hours of operation are:

UPMC Pinnacle Carlisle

8 a.m. to 4:30 p.m. Monday through Friday

UPMC Pinnacle Community Osteopathic

8 a.m. to 7:30 p.m. Monday through Friday

UPMC Pinnacle Harrisburg

8 a.m. to 7:30 p.m. Monday through Friday

UPMC Pinnacle West Shore

8 a.m. to 7:30 p.m. Monday through Friday

The surgery time schedule is not finalized until the day prior to surgery. Although your surgeon's office can estimate when you will have your surgery, your final arrival time to the hospital and surgery time will be determined by the hospital.

Instructions Before Your Surgery

Fasting Instructions

- Patients coming in for surgery/procedures should not have anything to eat or drink after midnight the night prior to surgery unless otherwise instructed on the preadmission call the business day prior to surgery.

Other Reminders:

- Please complete the enclosed medication list. Leave all of your regular medications at home, except inhalers and prescription eye drops, unless your physician specifically asks you to bring them. Bring any inhalers and eye drops along with you and give them to your nurse when you arrive.
- Please remember to bring your insurance cards and photo ID.
- Arrange for a friend or relative to drive you home after the surgery or procedure. **You may not drive yourself home after receiving anesthesia.**
- Two adults may accompany children who are having outpatient surgery. Please don't bring children other than the patient.
- UPMC Pinnacle does not accept responsibility for the loss or damage to any belongings brought into the hospital except for those that have been deposited in the hospital safe. Patients are urged to leave articles at home that they consider to be of personal value. Belongings that are retained at the bedside are the sole responsibility of the patient.
- Since eyeglasses, contact lenses, prosthesis, and dentures must be removed before surgery, please remember to bring protective containers. Please bring your own contact solution.
- Jewelry and body piercings may increase a patient's risk of surgical burns from the medical equipment used during surgery.
All jewelry, including piercings of any type, i.e. any skin piercings or dermals, and your wedding band, must be removed. If your wedding band cannot be removed, please go to a jeweler to have it removed.
- Shower or bathe and brush your teeth as usual the morning of surgery. Please swish and spit; Do not drink.
- Please do not wear lotion, powder, deodorant, makeup, or alcohol-based hair product (gels, hairspray).
- Wear loose, comfortable clothing and shoes with flat heels.
- Money, credit cards, or other valuables should be left at home. Keep no more than \$5 at your bedside for newspapers or small convenience items.
- Do not smoke after midnight prior to your surgery or procedure.
- If you are staying overnight, please leave large items like suitcases or walkers in your car until you have been assigned a room. A family member will need to retrieve them later.
- Breast feeding mothers should bring their own breast pumps to the hospital.

Surgical Site Infection Prevention

A surgical site infection is an infection that happens at or close to the part of the body where surgery was performed. It usually occurs within the first few weeks after surgery, but in some cases can happen later.

What you can do to prevent a surgical site infection BEFORE surgery:

- Do not shave near the body area where the surgery will be performed. Shaving can cause skin irritation which can lead to an infection.
- Wash your hands frequently with soap and water for at least 15 seconds
- Eat nutritious foods
- Control your blood sugar level
- Stop tobacco use
- Please notify your surgeon immediately if you think you are getting sick or have a fever
- Tell your surgeon if you have any type of infection or rash
- Have good personal hygiene. Make sure you shower with an antiseptic soap (i.e. Dial or Safeguard). You may be asked to shower with a special soap before you come for your surgery.

After your procedure, watch for symptoms of a surgical site infection which include redness, pain or swelling at the incision, fluid draining from the incision, fever, if you feel poorly, or if your incision opens. Call your surgeon immediately if you think you might have an infection. It might not be an infection, but it is important for you to let him/her know so that they can give you the proper follow-up care.

Surgery Optimization Clinic

Improving your health before surgery can reduce your risk for surgical complications and help you recover faster after surgery. Conditions like uncontrolled diabetes, high blood pressure, tobacco use, impaired skin integrity, poor dental health, and being overweight or underweight can have negative effects on surgical outcomes.

What are the benefits?

The benefits of working with the Surgery Optimization Clinic before surgery include:

- Improving heart, lung, and other organ functions
- Decreasing the risk for infection
- Decreasing the amount of time spent in the hospital
- Improving activity level and overall fitness
- Reducing recovery time and improving outcomes
- Decreasing pain after surgery

How does it work?

It may be determined that a referral to the Surgery Optimization Clinic is necessary prior to surgery. If so, the Surgery Optimization staff will contact you directly to schedule an appointment. Additionally, if you feel that you may benefit from a surgery optimization visit prior to your surgery please feel free to contact us directly.

One of the clinic's certified registered nurse practitioners (CRNP) will consult with you during a 60-minute appointment, conduct a thorough assessment of your health, and provide you with important pre-surgery education and outline a pre-surgical plan of care.

Surgery Optimization Clinic Locations

Polyclinic, 3 Landis
2501 North Third Street
Harrisburg, PA 17110

2005 Technology Parkway
(Next to UPMC Pinnacle West Shore)
Suite 100
Mechanicsburg, PA 17050

Clinic Phone Number: 717-782-4785

When You Arrive for Your Surgery

UPMC Pinnacle Carlisle

- Enter the hospital through the main entrance labeled Outpatient Services Entrance
- Unless you are instructed otherwise, please report to the registration desk that is located immediately to the left upon entering the building
- Your family will be given a legend with an assigned ID number. This ID number will be displayed on the tracking board in the waiting room and will track your progress through the surgical process.
- After completing your registration, you may have a seat in the designated waiting area. The surgical services department staff will be notified you have arrived, and will be out to greet you shortly.

UPMC Pinnacle Community Osteopathic

- Follow the signs to the patient parking area. There is a shuttle that runs every 5-10 minutes to bring you to the hospital.
- Enter the hospital building through the main entrance and unless you are instructed otherwise, please report to the surgical waiting room by taking the hallway to the left past the coffee shop. Turn right at the elevator. It is the first door on the left.
- To increase your comfort and protect your privacy, UPMC Pinnacle has installed the Q-matic system. The Q-matic system resembles a computer screen/console. There is a Q-matic ticket dispenser immediately inside the door to the Surgical Waiting Room. **Please take two tickets and have a seat in the waiting room.**
- The receptionist will call you to the desk by using this number. This number will also be used to notify your family when they are able to join you in the preop area.

UPMC Pinnacle Harrisburg

- Free Valet parking is available Monday-Friday.
- Enter the hospital through the main entrance and unless you are instructed otherwise, please report to the 3rd floor Surgical Waiting Room at your scheduled time by using the Public Elevator D, which is dark blue in color.

- To increase your comfort and protect your privacy, UPMC Pinnacle has installed the Q-matic system. The Q-matic system resembles a computer screen/console. When you get off the elevator and turn right, you will see the Q-matic ticket dispenser in the elevator lobby on the right. Please take two tickets prior to entering the waiting room, and have a seat in the waiting room.
- The receptionist will call you to the desk by using this number. This number will also be used to notify your family when they are able to join you throughout your surgical experience. To protect the privacy of patients, visitors in the preop area will be limited to two per patient.

UPMC Pinnacle West Shore

- Free Valet parking is available Monday through Friday.
- Enter the hospital through the main entrance. Unless you are instructed otherwise, please report to the patient registration area on the first floor.
- After completing your registration you will be directed to the Surgical Services Waiting Room on the second floor
- Please sign in at the reception desk in the Surgical Services Waiting Room.

Inpatient Surgery

The Day of Surgery

- A staff member will escort you to your room and prepare you for surgery. You will also be interviewed by an anesthesiologist.
- After you are ready, your family will be able to be with you for a while before your surgery.
- When it is time for your procedure or surgery, you will meet the hospital staff who will take care of you throughout the procedure. They will double check your identity, allergies, procedure and basic health status.
- Your family may wait for you in the Surgical Services Waiting Room.
- Your family will receive instructions to follow your progress through our tracking system message board.
- After surgery you will be taken to the recovery room, which is staffed by specially trained nurses.

Recovery

- Following a stay in the Recovery Room, you will go to a nursing floor to complete your hospital stay.
- Your family member(s) will be contacted when you are ready to be transported to your inpatient room.



Outpatient Surgery

The Day of Surgery

- You must have someone available to drive you home.
- A staff member will escort you to your room and prepare you for surgery. You will also be interviewed by an anesthesiologist.
- After you are ready, your family will be able to be with you for a while before your surgery.
- When it is time for your procedure or surgery, you will meet the hospital staff who will take care of you throughout the procedure. They will double check your identity, allergies, procedure, and basic health status.
- Your family may wait for you in the Surgical Services Waiting Room.
- Your family will receive instructions to follow your progress through our tracking system.
- After surgery, you will be taken to the Recovery Room, which is staffed by specially trained nurses.

Recovery

- Following a short stay in the Recovery Room, you will go to the outpatient discharge area. Your family will be contacted at this time and will be able to rejoin you. To protect the privacy of our patients, visitors in the discharge area will be limited to two per patient
- Your vital signs will be taken again at least once.
- You will be offered something to drink.
- If extended recovery time or medical care is necessary, you may need to stay overnight.
- When it is time for you to return home, the nursing staff will give you any instructions you need. A copy of the After Visit Summary will be provided for you to refer to at home.
- Arrange to have a responsible adult stay with you overnight.
- Do not resume activities such as driving until your judgment and coordination are back to normal. For some people, this can take one or two days.

- Do not drink alcohol for 24 hours following anesthesia or sedation.
- We may make a call the next working day to check on how you are doing.

About Your Anesthesia

- Anesthesia is administered by anesthesiologists, who are specially trained medical physicians, that work with nurse anesthetists and technicians.
- Your anesthesiologist is not an employee of UPMC Pinnacle. This means you will receive a separate bill for your anesthesia service that is not part of your hospital surgery charge.
- On the day of your surgery, your anesthesiologist will meet with you to discuss your medical history and go over any testing or lab results you may have had done recently. After discussing your options and answering your questions, an anesthetic plan will be determined.
- You will be continuously monitored and cared for throughout your surgical procedure. Our goal is to provide a safe and comfortable anesthetic experience and recovery.

Regional Anesthesia (for certain procedures):

Depending on your surgical procedure, a regional anesthetic such as a spinal, epidural, or a nerve block may be discussed as an option for pain control. The anesthesiologist will discuss the details of the procedure, including the risks and benefits. If you, your anesthesiologist, and your surgeon think you may benefit from one of the above options, the procedure is typically performed prior to surgery.

- Spinal Anesthesia: This consists of a single dose of local anesthesia being delivered to numb you from your abdomen to your feet. The extent of your numbness depends on your surgical procedure. The pain control from a spinal usually lasts four to six hours.
- Epidural Anesthesia: This procedure involves placing a catheter in the epidural space which will deliver local anesthesia to provide pain control over a longer period of time, usually one to three days.
- Nerve Block: This consists of an injection of local anesthetic near a nerve to provide pain control during and after your surgery. Typically, the block lasts four to 24 hours.

Tracking Your Location During Surgery

Not knowing what a loved one is experiencing is a stressful part of surgery. To help update family members, UPMC Pinnacle has technology in place to track patients throughout the surgical process. For patients going to UPMC Pinnacle Harrisburg, Community Osteopathic, or West Shore hospital, the following electronic tracking system is used.

When you arrive in the preoperative area, you will be assigned a badge. This badge is placed on your chart and stays with you throughout your stay in the surgery areas. The tracking system allows our staff to identify your location at any time and provide updates to your friends and family. These updates are posted on the electronic message boards in our surgery waiting rooms, as well as kiosks in our hospital main lobby and cafeterias. Your friends and family simply watch for the number assigned to you on the boards and use a password with the kiosks. Our tracking system may also be accessed through the UPMC Pinnacle website (UPMCPinnacle.com) and smartphones.

For patients going to UPMC Pinnacle Carlisle, the surgical services team will ensure that your loved ones are updated periodically.

Visitor Guidelines

While we encourage family and friends to visit, please remember that rest is an important part of the healing process.

Visiting hours at UPMC Pinnacle hospitals are from 9 a.m. to 9 p.m. Overhead announcements will remind you that visiting hours are ending.

- **Parents are responsible for the control and behavior of their children.**
- **Visitors may be requested to leave at any time at the discretion of the medical, nursing, or security staff.**
- **Children under 12 must be accompanied by an adult.**

How many visitors can I have at the same time

UPMC Pinnacle limits the number of people visiting a patient at the same time during daytime visiting hours, 9 a.m. to 9 p.m. Extraordinary circumstances are taken into consideration on a case-by-case basis.

- Adult semi-private rooms - two visitors at a time
- Adult private rooms - four visitors at a time
- ICU, ER - two visitors a time
- Pediatrics - Parents/legal guardian may visit at any time and one parent/legal guardian is permitted overnight. Other visitors are restricted to three at time from 9 a.m. to 9 p.m.
- Exceptions or additional restrictions depend on a patient's condition and location.

Quiet Hours Visitation

Visitors who meet the criteria to visit overnight must register and receive approval to remain during Quiet Hours of 9 p.m. to 6 a.m. Overnight visitation will be allowed for adult patients in private rooms under the following circumstances:

- Acute change in a patient's condition
- Patient is confused, disoriented and calmed by the presence of a support person
- Patient is at end of life
- Patient has pre-existing care needs that are performed by a support person
- Visitor must be 18 years old

Friends and family who arrive and wish to visit between 9 p.m. and 6 a.m. must register at the Visitor Check-in on the first floor of the hospital, located in or near the Emergency Department.

If the nursing staff is aware of a visitor who is already onsite at 9 p.m. and falls under the exception guidelines listed above, they can provide a badge to the visitor. The visitor(s) does not need to go to Visitor Check-in.

At Visitor Check-in, visitors will be asked for their names and for the name of the patient they are visiting. Security will contact the appropriate charge nurse for the visit to be approved. If approved, the visitor(s) will be given a badge that must be visibly worn during the visit. Similar practices are standard at many hospitals.

Your Comfort

Procedures requiring use of the operating room may result in minimal discomfort to severe pain. Managing your discomfort is of primary importance to us. Our goal is to partner with you to set safe comfort goals.

To do so, we will gather some information from you in the preop area. Some questions you may be asked include:

- **Do you have pain now?**

- Related to your scheduled procedure?
- Unrelated to your scheduled procedure?

- **Using 0-10 pain scale:**

- Where do you place your pain?
- What level do you consider tolerable/goal?
- What do you do for this pain currently?
Medications | Ice/heat | Positioning/elevation | Other

PAIN SCALE										
None	Mild		Moderate				Severe			
0	1	2	3	4	5	6	7	8	9	10
										

Opioids for Acute Pain What You Need to Know

- **Types of Pain**

Acute pain usually occurs suddenly and has a known cause, like an injury, surgery, or infection. Acute pain normally resolves as your body heals. Chronic pain, on the other hand, can last weeks or months—past the normal time of healing.

- **Prescription Opioids**

Prescription opioids (like hydrocodone, oxycodone, and morphine) are one of the many options for treating severe acute pain. While these medications can reduce pain during short-term use, they come with serious risks including addiction and death from overdose when taken for longer periods of time or at high doses.

- **Acute pain can be managed without opioids**

Ask your doctor about ways to relieve your pain that do not involve prescription opioids. These treatments may actually work better and have fewer risks and side effects.

Ask your doctor about your options and what level of pain relief and improvement you can expect for your acute pain.

- **Nonopioid options include:**

- Pain relievers like ibuprofen, naproxen, and acetaminophen
- Acupuncture or massage
- Application of heat or ice

If You Are Prescribed Opioids

- **Know your risks**

It is critical to understand the potential side effects and risks of opioid pain medications. Even when taken as directed, opioids can have several side effects including:

- Tolerance, meaning you might need to take more of a medication for the same pain relief.
- Physical dependence, meaning you have withdrawal symptoms when a medication is stopped. This can happen within a few days.
- Constipation
- Nausea and vomiting
- Confusion
- Dry mouth
- Depression
- Sleepiness and dizziness
- Itching

■ Know what to expect from your doctor

If your doctor is prescribing opioids for acute pain, you can expect him or her to protect your safety in some of the following ways. Your provider may:

- Prescribe the lowest effective dose of immediate-release opioids
- Prescribe treatment for three days or less, which is usually enough for most acute conditions
- Ask you to follow up if your pain is not resolving as quickly as expected
- Check your state's prescription drug monitoring program
- Conduct urine drug testing during the course of your therapy
- Provide instructions on how to taper opioids to minimize withdrawal symptoms

■ Know your responsibilities

It is critical to know exactly how much and how often to take the opioid pain medications you are prescribed, as well as how to safely store and dispose of them.

- Never take opioids in higher amounts or more often than prescribed
- Do not combine opioids with alcohol or other drugs that cause drowsiness, such as:
 - *Benzodiazepines, also known as "benzos" including diazepam and alprazolam*
 - *Muscle relaxants*
 - *Sleep aids*
- Never sell or share prescription opioids
- Store opioids in a secure place and out of reach of others (including children, family, friends, and visitors)
- If you have unused opioids at the end of your treatment:
 - *Find your community drug take-back program*
 - *Find your pharmacy mail-back program*
 - *Flush them down the toilet following guidance from the Food and Drug Administration: <https://www.fda.gov/ForConsumers/ConsumerUpdates/ucm101653.htm>*

Your Discharge

You will be given written instructions that are specific for your procedure when you are discharged. If you need assistance planning your care after discharge, please call our Social Work and Discharge Planning Department at **717-782-5574** between 8 a.m. and 4 p.m.

If you experience ANY surgery-related problems after your discharge, contact your surgeon immediately for advice.

A social worker or care manager will talk with you about the care you will need after leaving the hospital and any concerns you may have. They will arrange with you for your care at home or in a rehabilitation or sub-acute facility.



Discharge Planning Checklist

- Evidence shows that if a patient is discharged earlier in the day, he or she is less likely to need to return to the hospital.
- Case management will assist you with any equipment (i.e. bedside commodes, walkers, etc.) needed for discharge. If possible, please order items you may need at home before leaving the hospital.
- You will be notified approximately what time your discharge will be. Please arrange to have a family member or friend pick you up at that time and be present for the discharge instruction review with your nurse.
- Discharge Time is usually between 8 a.m. and 4 p.m. Please plan ahead and be ready. Have your ride available during these hours to pick you up.
- We want to ensure that you have the best recovery possible. If you experience ANY surgery-related problems after your discharge, contact your surgeon immediately.

Patient Portal - MyPinnacleHealth

MyPinnacleHealth is a secure online tool that connects you to your personal health information at any time, day or night. With MyPinnacleHealth, you can:

- **View your medical information** at home or on the go, including reviewing your medications, medical history, access hospital discharge information and after visit summary, receive test results and review health related topics.
- **Stay in touch with your doctor.** You can request renewals of your medications and communicate securely with your medical team
- **Manage appointments** including scheduling your next appointment and view details of your upcoming appointments.
- **Coordinate your family's care.** You can access your family's medical records and link your family's accounts to yours for convenient access to appointment, immunization records and more.

Your information is safe from unauthorized access because MyPinnacleHealth is password protected and delivered via encrypted connection.

To access MyPinnacleHealth for the first time, visit www.MyPinnacleHealth.org. There are two ways to set up your account:

- 1) If you received an After Visit Summary with an activation code at your last office visit, select "I have an activation code" under "New User." To set up your account, you must enter the activation code, your zip code and date of birth.

OR

- 2) If you have not received an activation code, you can self-register. Select "I do not have a code" under "New User." To set up your account, you must enter your first and last name, address, date of birth, gender, the last four digits of your Social Security number, and email address.

You can also connect with UPMC Pinnacle via Facebook, Twitter, Instagram, Pinterest, and YouTube.

Surgery Cancellation

On occasions, surgeries do not take place on the day or time they are scheduled. This can happen for a number of reasons, including, but not limited to:

- Incomplete or abnormal lab results
- Failure to comply with preoperative instructions
- Availability of operating rooms and hospital beds
- Physician, patient, or family request

In the event that your surgery is canceled, we will make every attempt to notify you before you arrive at the hospital. We thank you for your patience and understanding.

Please note that there are sometimes unavoidable delays in assigning rooms on the inpatient floors. Please know that we will get you into your room as quickly as possible following surgery.

Paying for Your Care

Many changes have taken place in the health insurance industry in recent years. Procedures and services once covered in full are now partially covered, covered only under certain circumstances, or, in some cases, not covered at all. Every insurance plan is different. Please be sure to check your insurance and ask questions before coming to the hospital. Many insurance plans and health maintenance organizations (HMOs) now require preadmission approval and/or a second opinion for certain procedures. For your own peace of mind, we advise that you know the benefits of your insurance plan.

- Please bring all insurance cards, photo ID, and required forms with you when you come to the hospital for preadmission testing. This will speed your admission and prevent billing problems.
- Anyone who requires emergency service with UPMC Pinnacle will be treated, regardless of his/her ability to pay. However, patients will be expected to meet their financial responsibilities.
- If you are scheduled for a surgical procedure and do not have hospital insurance, you will be asked to pay a portion of the estimated charges or establish a payment agreement with the Financial Counseling Office prior to your admission.
- If you have any questions about estimated charges, please call our Financial Counseling Office at
 UPMC Pinnacle Carlisle..... 717-231-8989
 UPMC Pinnacle Community Osteopathic 717-230-3717
 UPMC Pinnacle Harrisburg 717-230-3717
 UPMC Pinnacle West Shore 717-230-3717
- If you have hospital insurance, Medicare or Medical Assistance, you will be asked to pay identified co-payments or deductibles upon admission.
- Charges for anesthesia equipment, medicines and nurse anesthetists will be included in your hospital bill. Your anesthesiologist will submit a separate bill to you or your insurance company. Feel free to ask questions about his or her charge as you would with your surgeon or other private physician.

UPMC Pinnacle is TOBACCO-FREE

To maintain the safest and healthiest environment for your care, UPMC Pinnacle campus buildings, property, parking lots and operated vehicles are tobacco-free. This policy applies to all tobacco products including cigarettes, cigars, pipes, herbal tobacco products, and chewing tobacco, and pertains to all colleagues, patients, medical staff, students, contracted personnel, volunteers, visitors, vendors, and tenants of UPMC Pinnacle. If you have questions about tobacco cessation, please ask your nurse and a referral can be made within the system or community.

Patient Rights & Responsibilities

As a patient of this hospital, or as a family member or guardian of a patient at this hospital, we want you to know the rights you have under federal and Pennsylvania state law as soon as possible in your hospital stay. We are committed to honoring your rights, and want you to know that by taking an active role in your health care, you can help your hospital caregivers meet your needs as a patient or family member. That is why we ask that you and your family share with us certain responsibilities.



YOUR RIGHTS

As a patient, you or your legally responsible party have the right to care without the discrimination due to age, AIDS or HIV status, ancestry, color, culture, disability, education, gender identity, income, language, marital status, national origin, race, religious creed, sex, sexual orientation, union membership, or who will pay your bill. As our patient, you have the right to safe, respectful, and dignified care at all times. You will receive services and care that are medically suggested and within the hospital's services, its stated mission, and required law and regulation.

COMMUNICATION

You have the right to:

- Have a family member, another person that you choose, and your doctor notified when you are admitted to the hospital.
- Receive information in a way that you understand. This includes interpretation and translation, free of charge, in the language you prefer for talking about your health care. This also includes providing you with needed help if you have vision, speech, hearing, or cognitive impairments.
- Designate a support person, if needed, to act on your behalf to assert and protect your patient rights.

INFORMED DECISIONS

You have the right to:

- Receive information about your current health, care, outcomes, recovery, ongoing health care needs, and future health status in terms that you understand.
- Be informed about proposed care options including the risks and benefits, other care options, what could happen without care, and the outcome(s) of any medical care provided, including any outcomes that were not expected. You may need to sign your name before the start of any procedure and/or care. "Informed consent" is not required in the case of an emergency.
- Be involved in all aspects of your care and to take part in decisions about your care.
- Make choices about your care based on your own spiritual and personal values.
- Request care. This right does not mean you can demand care or services that are not medically needed.
- Refuse any care, therapy, drug, or procedure against the medical advice of a doctor. There may be times that care must be provided based on the law.
- Expect the hospital to get your permission before taking photos, recording, or filming you, if the purpose is for something other than patient identification, care, diagnosis, or therapy.
- Decide to take part or not take part in research or clinical trials for your condition, or donor programs, that may be suggested by your doctor. Your participation in such care is voluntary, and written permission must be obtained from you or your legal representative before you participate. A decision to not take part in research or clinical trials will not affect your right to receive care.

VISITATION

You have the right to:

- Decide if you want visitors or not while you are here. The hospital may need to limit visitors to better care for you or other patients.
- Designate those persons who can visit you during your stay. These individuals do not need to be legally related to you.
- Designate a support person who may determine who can visit you if you become incapacitated.

ADVANCE DIRECTIVES

You have the right to:

- Create advance directives, which are legal papers that allow you to decide now what you want to happen if you are no longer healthy enough to make decisions about your care. You have the right to have hospital staff comply with these directives.
- Ask about and discuss the ethics of your care, including resolving any conflicts that might arise such as deciding against, withholding, or withdrawing life-sustaining care.

CARE PLANNING

You have the right to:

- Receive a medical screening exam to determine treatment.
- Participate in the care that you receive in the hospital.
- Receive instructions on follow-up care and participate in decisions about your plan of care after you are out of the hospital.
- Receive a prompt and safe transfer to the care of others when this hospital is not able to meet your request or need for care or service. You have the right to know why a transfer to another health care facility might be required, as well as learning about other options for care. The hospital cannot transfer you to another hospital unless that hospital has agreed to accept you.

CARE DELIVERY

You have the right to:

- Expect emergency procedures to be implemented without unnecessary delay.
- Receive care in a safe setting free from any form of abuse, harassment, and neglect.
- Receive kind, respectful, safe, quality care delivered by skilled staff.
- Know the names of doctors and nurses providing care to you and the names and roles of other health care workers and staff that are caring for you.
- Request a consultation by another health care provider.
- Receive proper assessment and management of pain, including the right to request or reject any or all options to relieve pain.
- Receive care free from restraints or seclusion unless necessary to provide medical, surgical, or behavioral health care.
- Receive efficient and quality care with high professional standards that are continually maintained and reviewed.

PRIVACY AND CONFIDENTIALITY

You have the right to:

- Limit who knows about your being in the hospital.
- Be interviewed, examined, and discuss your care in places designed to protect your privacy.
- Be advised why certain people are present and to ask others to leave during sensitive talks or procedures.
- Expect all communications and records related to care, including who is paying for your care, to be treated as private.
- Receive written notice that explains how your personal health information will be used and shared with other health care professionals involved in your care.
- Review and request copies of your medical record unless restricted for medical or legal reasons.

HOSPITAL BILLS

You have the right to:

- Review, obtain, request, and receive a detailed explanation of your hospital charges and bills.
- Receive information and counseling on ways to help pay for the hospital bill.
- Request information about any business or financial arrangements that may impact your care.

Please feel free to ask questions about any of these rights that you do not understand. If you have questions about these rights, please discuss them with your doctor or nurse or the hospital's Customer Relations Department. You will receive a personal response.

RESPECT AND CONSIDERATION

As a patient, family member, or guardian, we ask that you:

- Recognize and respect the rights of other patients, families, and staff. Threats, violence, or harassment of other patients and hospital staff will not be tolerated.
- Comply with the hospital's no smoking policy.
- Refrain from conducting any illegal activity on hospital property. If such activity occurs, the hospital will report it to the police.

SAFETY

As a patient, family member, or guardian, we ask that you:

- Promote your own safety by becoming an active, involved, and informed member of your health care team.
- Ask questions if you are concerned about your health or safety.
- Make sure your doctor knows the site/side of the body that will be operated on before a procedure.
- Remind staff to check your identification before medications are given, blood/blood products are administered, blood samples are taken, or before any procedure.
- Remind caregivers to wash their hands before taking care of you.
- Be informed about which medications you are taking and why you are taking them.
- Ask all hospital staff to identify themselves.

REFUSING CARE

As a patient:

- You are responsible for your actions if you refuse care or do not follow care instructions.

CHARGES

As a patient:

- You are responsible for paying for the health care that you received as promptly as possible.

COOPERATION

As a patient:

- You are expected to follow the care plans suggested by the health care professionals caring for you while in the hospital. You should work with your health care professionals to develop a plan that you will be able to follow while in the hospital and after you leave the hospital.

YOUR RESPONSIBILITIES

As a patient, family member, or guardian, you have the right to:

- Know all hospital rules and what we expect of you during your hospital stay.

PROVIDE INFORMATION

As a patient, family member, or guardian, we ask that you:

- Provide accurate and complete information about current health care problems, past illnesses, hospitalizations, medications, and other matters relating to your health.
- Report any condition that puts you at risk (for example, allergies or hearing problems).
- Report unexpected changes in your condition to the health care professionals taking care of you.
- Provide a copy of your Advance Directive, Living Will, Durable Power of Attorney for health care, and any organ/tissue donation permissions to the health care professionals taking care of you.
- Tell us who, if any, visitors you want during your stay.

COMPLAINTS, CONCERNS AND QUESTIONS

You and your family/guardian have the right to:

- Tell hospital staff about your concerns or complaints regarding your care. This will not affect your future care.
- Seek review of quality of care concerns, coverage decisions, and concerns about your discharge.
- Expect a timely response to your complaint or grievance from the hospital. Complaints or grievances may be made in writing, by phone, or in person. The hospital has a duty to respond to these complaints or grievances in a manner that you can understand. To share your concerns with the hospital, please contact the hospital's Customer Relations Department to speak with a Patient Representative.
- Customer Relations: 717-782-5503
- The Pennsylvania Department of Health is also available to assist you with any questions or concerns about your hospital care. You can reach the Department of Health by calling: 800-254-5164 or writing:
Acute and Ambulatory Care Services
Pennsylvania Department of Health
Room 532 Health and Welfare Building
625 Forster Street
Harrisburg, PA 17120

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

- **The Joint Commission Office of Quality Monitoring**
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Ph: 1-800-994-6610
email: complaint@jcaho.org
- **An Important Message from Medicare**
Medicare patients have the right to report any concerns regarding quality of care, coverage decisions, or premature discharge to the Quality Improvement Organization (QIO). You can report these concerns by calling: Livanta at 1-866-815-5440 or TTY at 1-866-868-2289. 06/16

Harrisburg Region Lodging

UPMC Pinnacle Community Osteopathic

UPMC Pinnacle Harrisburg

UPMC Pinnacle West Shore

If you or your family need to stay overnight in Harrisburg, the following area hotels and motels offer preferred room rates for UPMC Pinnacle patients and their families. When calling for reservations, be sure to mention that you will be receiving care at UPMC Pinnacle in order to receive the discount.

Best Western Premier

800 East Park Drive, Harrisburg, PA 17111
717-561-2800 ~ thecentralhotelharrisburg.com

Comfort Inn

525 Front Street, Harrisburg, PA 17104
717-233-1611

Crowne Plaza

23 South Second Street, Harrisburg, PA 17101
717-234-5021 ~ basshotels.com

Days Inn, Harrisburg North

3919 North Front Street, Harrisburg, PA 17110
717-233-3100 ~ daysinnharrisburg.com

Hampton Inn, Harrisburg West

4950 Ritter Road, Mechanicsburg, PA 17050
717-691-1300 ~ harrisburghampton.com

Hampton Inn, Harrisburg East

4230 Union Deposit Road, Harrisburg, PA 17111
717-545-9595 ~ hampton-inn.com

Hilton Harrisburg & Towers

One North Second Street, Harrisburg, PA 17111
717-233-6000 ~ hilton.com

Holiday Inn Express & Suites

2055 Technology Parkway, Mechanicsburg, PA 17050
717-732-8800 ~ holidayinnexpress.com/harrisburgwest

Microtel Inn & Suites - Enola, PA

4900 Woodland Drive, Enola, PA 17025
800-771-7171 ~ microtelinn.com

Radisson Hotel Harrisburg

1150 Camp Hill Bypass, Camp Hill, PA 17011
717-763-7117 ~ radisson.com



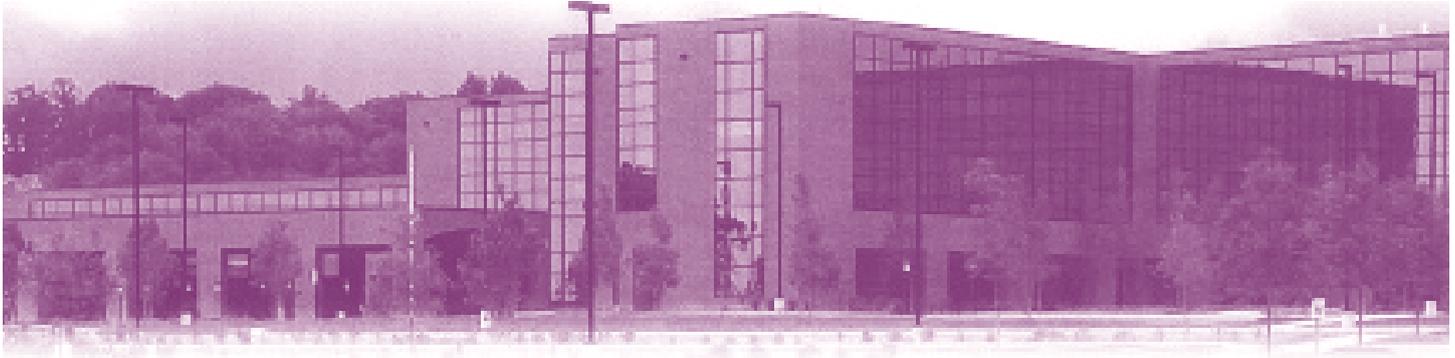
The Bailey House

The Bailey House is a comfortable home-like setting for families of seriously-ill patients of UPMC Pinnacle Harrisburg. The House is a lodging facility one block from the hospital sponsored by the Pinnacle Health Auxiliary. The 24-hour a day facility provides housing, refreshments and other home-like conveniences. Space is limited. Call 717-232-2721 for more information.



INPATIENT AND OUTPATIENT SURGERY GUIDE

UPMC Pinnacle Carlisle



UPMC Pinnacle Carlisle

361 Alexander Spring Road, Carlisle PA

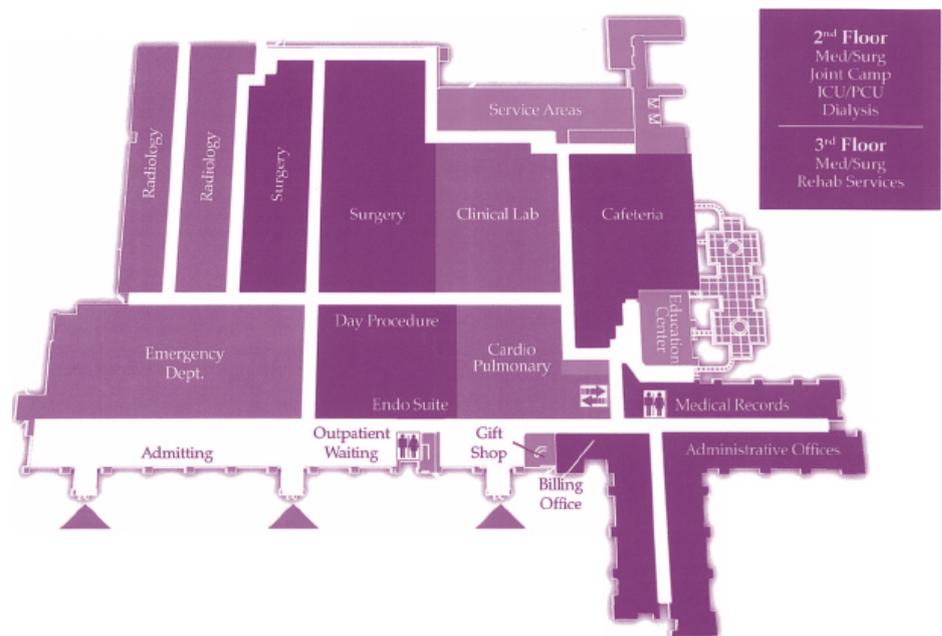
Directions

From North of Carlisle

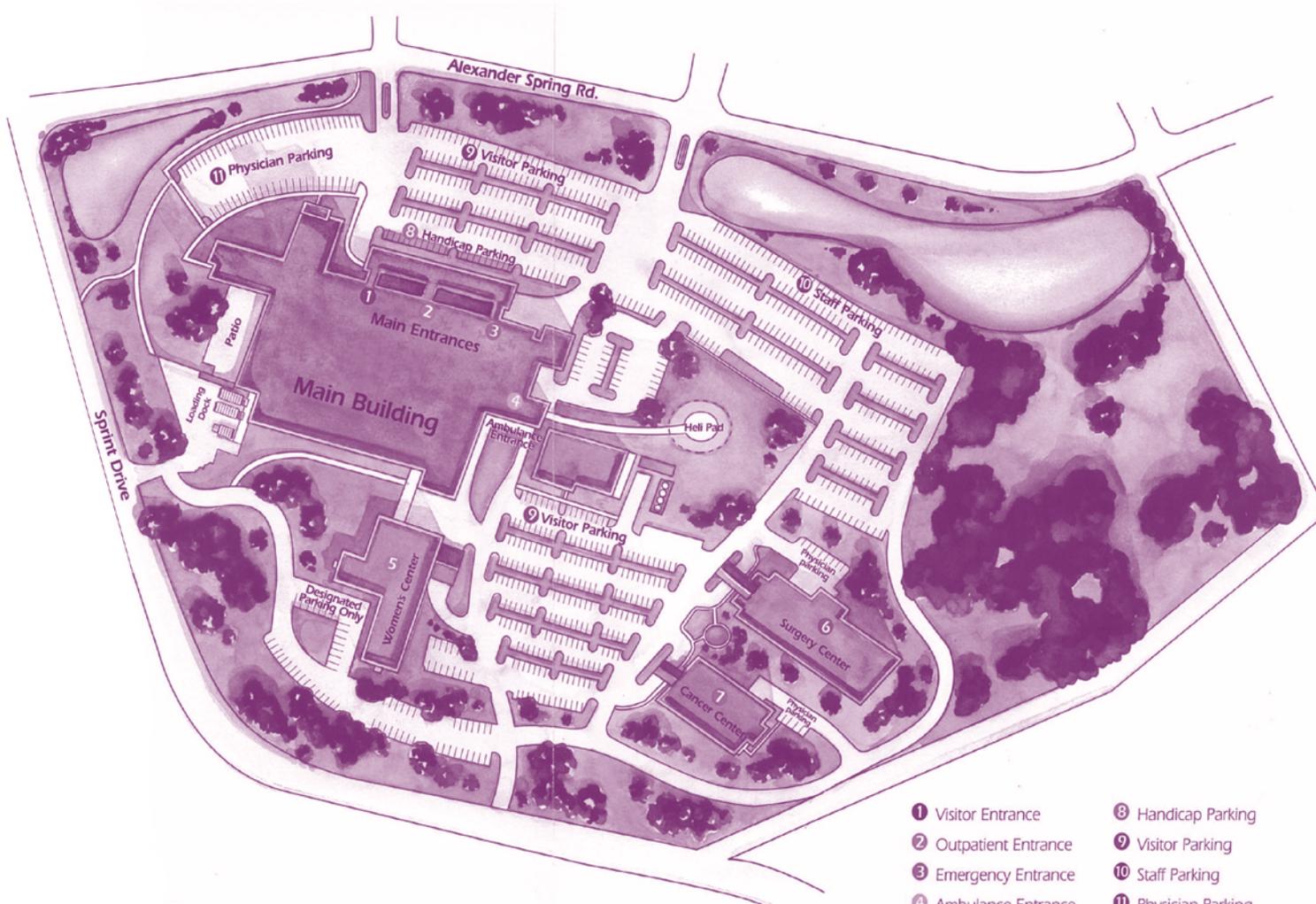
- Take I-81 South to Exit 45 (Walnut Bottom Road)
- Turn left on Walnut Bottom Road
- Turn right on to Alexander Spring Road
- The hospital will be on your left

From South of Carlisle

- Follow I-81 N to Exit 44 (PA-465 S in South Middleton Township)
- Turn left on to Allen Road (PA-465)
- Turn left on to Alexander Spring Road
- The hospital will be on your right



Carlisle Campus



- 1 Visitor Entrance
 - 2 Outpatient Entrance
 - 3 Emergency Entrance
 - 4 Ambulance Entrance
 - 5 Women's Center
 - 6 Surgery Center
 - 7 Cancer Center
 - 8 Handicap Parking
 - 9 Visitor Parking
 - 10 Staff Parking
 - 11 Physician Parking
- Main Building**
- 5 Women's Center
 - 6 Surgery Center
 - 7 Cancer Center

UPMC Pinnacle Community Osteopathic (Community Campus)



UPMC Pinnacle Community Osteopathic
4300 Londonderry Road, Harrisburg PA

Directions

From Hershey/Hummelstown Area (Route 322)

- Route 322 West to Interstate 83 (I-83) North
- I-83 North to Exit 48 (Union Deposit Road)
- Right off ramp onto Union Deposit Road
- Left onto Scenery Drive
- Left onto Old Union Deposit Road
- Right onto Avilla Road
- Left onto Londonderry Road

From Marysville, Duncannon or Enola Areas (Routes 11/15)

- Routes 11/15 to Interstate 81(I-81) North
- I-81 North to I-83 South
- I-83 South to Exit 48 (Union Deposit Road)
- Left off ramp onto Union Deposit Road
- Left onto Scenery Drive
- Left onto Old Union Deposit Road
- Right onto Avilla Road
- Left onto Londonderry Road

From Liverpool and Snyder County Areas (Routes 11/15)

- Routes 11/15 to Interstate 81(I-81) North
- Routes 11/15 to Routes 322/22 East
- Routes 322/22 East (across Susquehanna River) to I-81 North
- I-81 North to I-83 South
- I-83 South to Exit 48 (Union Deposit Road)
- Left off ramp onto Union Deposit Road
- Left onto Scenery Drive
- Left onto Old Union Deposit Road
- Right onto Avilla Road
- Left onto Londonderry Road

From Mifflintown, Newport and Dauphin Areas (Routes 322/22)

- Routes 322/22 East (across Susquehanna River) to I-81 North
- I-81 North to I-83 South
- I-83 South to Exit 48 (Union Deposit Road)
- Left off ramp onto Union Deposit Road
- Left onto Scenery Drive
- Left onto Old Union Deposit Road
- Right onto Avilla Road
- Left onto Londonderry Road

From Carlisle

- I-81 North to I-83 South
- I-83 South to Exit 48 (Union Deposit Road)
- Left off ramp onto Union Deposit Road
- Left onto Scenery Drive
- Left onto Old Union Deposit Road
- Right onto Avilla Road
- Left onto Londonderry Road

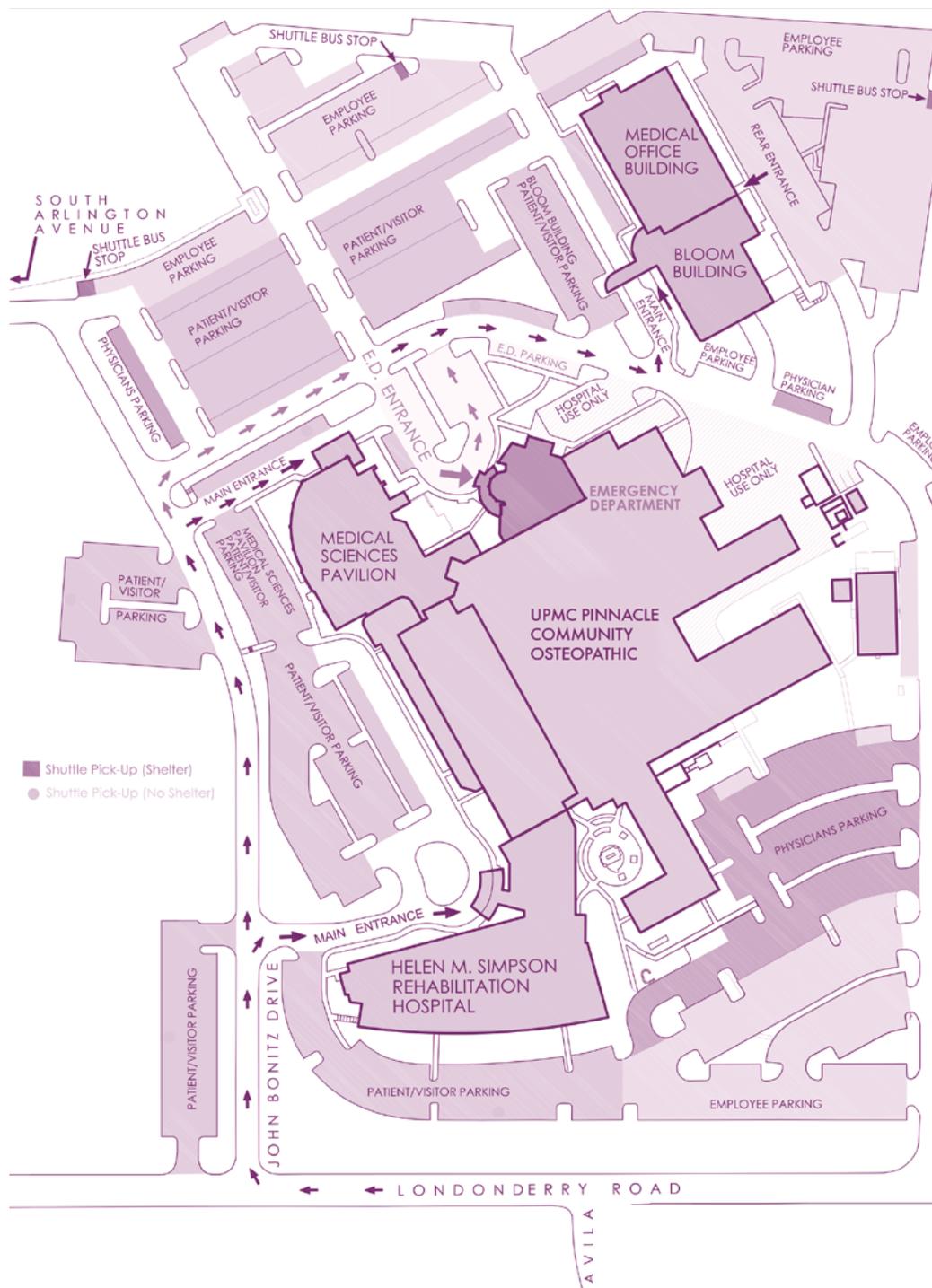
From Grantville or Interstate 81 (I-81) North

- I-81 South to Interstate 83(I-83) South
- I-83 South to Exit 48 (Union Deposit Road)
- Left off ramp onto Union Deposit Road
- Left onto Scenery Drive
- Left onto Old Union Deposit Road
- Right onto Avilla Road
- Left onto Londonderry Road

From York County and West Shore Areas

- I-83 North to Exit 48 (Union Deposit Road)
- Right off ramp onto Union Deposit Road
- Left onto Scenery Drive
- Left onto Old Union Deposit Road
- Right onto Avilla Road
- Left onto Londonderry Road

Community Campus



UPMC Pinnacle Harrisburg (Harrisburg Campus)



UPMC Pinnacle Harrisburg

111 South Front Street, Harrisburg PA

Directions

From Route I-83 north or south: Take exit 43, South Second Street; at third traffic light, turn left on to Chestnut Street; at next traffic light, turn left on to Front Street; immediately past the hospital, veer left toward hospital entrance. You may park in the patient and physician garage in front of you.

From Route I-81 north or south: Take exit 66, Front Street South; travel south on Front Street, approximately five miles; proceed through six traffic lights and past the hospital; veer left toward hospital entrance. You may park in the patient and physician garage in front of you.

From Lancaster and points southeast (including Harrisburg International Airport): Take I-283 North to I-83 South; take exit 43, South Second Street; at third traffic light, turn left on to Chestnut Street; at next traffic light, turn left on to Front Street; continue past the hospital; veer left toward hospital entrance. You may park in the patient and physician garage in front of you. Travel I-78 West to I-81 South; take exit 22, Front Street South; travel south on Front Street, approximately five miles; proceed through six traffic lights and past the hospital; veer left toward hospital entrance. You may park in the patient and physician garage in front of you.

From Pennsylvania Turnpike and points east: Exit at Interchange 19 (Harrisburg East); take I-283 toward Harrisburg; join I-83 South; take exit 43, South Second Street; at third traffic light, turn left on to Chestnut Street; at next traffic light, turn left on to Front Street; veer left toward hospital entrance. You may park in the patient and physician garage in front of you.

From I-78 and points east: Travel I-78 West to I-81 South; take exit 66, Front Street South; travel south on Front Street, approximately five miles; proceed through six traffic lights and past the hospital; veer left toward hospital entrance. You may park in the patient and physician garage in front of you.

From Hershey-Lebanon area: Take 422 West to 322 West; join I-83 South; take exit 43, South Second Street; at third traffic light, turn left on to Chestnut Street; at next traffic light, turn left on to Front Street; veer left toward hospital entrance. You may park in the patient and physician garage in front of you.

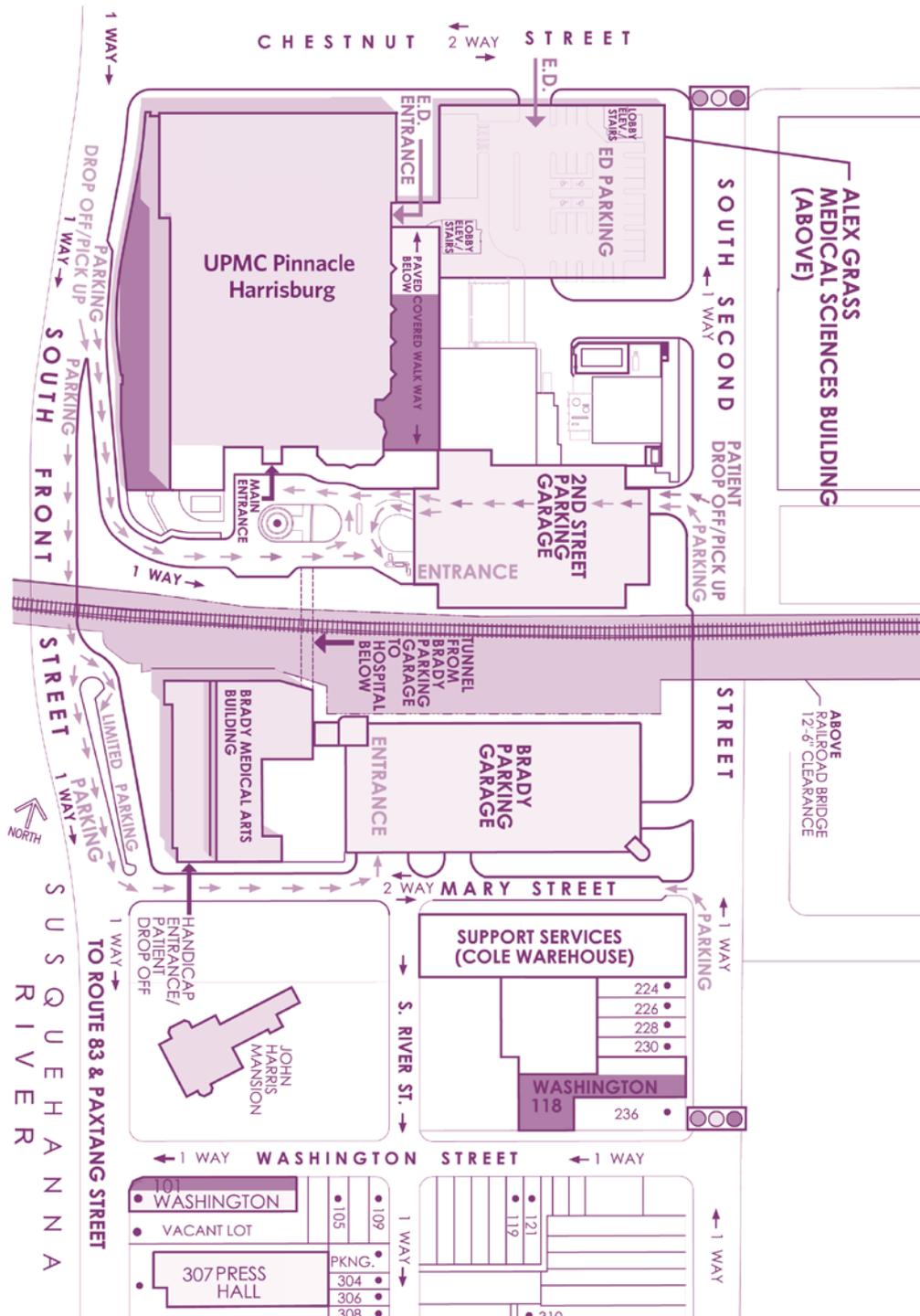
From Duncannon-Lewistown area: Follow Routes 22/322 South along the Susquehanna River to Route 39; turn right on to Route 39; travel 1/2 mile, turn left on to Front Street; continue south on Front Street, approximately five miles and veer left toward hospital entrance. You may park in the patient and physician garage in front of you.

From Sunbury-Williamsport area: Follow Routes 11/15 South along the Susquehanna River to Enola; take Route I-81 North across the river; take exit 66, Front Street South; travel south on Front Street, approximately five miles; proceed through six traffic lights and veer left toward hospital entrance. You may park in the patient and physician garage in front of you.

From Gettysburg and points south: Take Route 15 North to Route 581 (near the Capital City Mall); join I-83 North; take exit 43, South Second Street; at third traffic light, turn left on to Chestnut Street; at next traffic light, turn left on to Front Street; continue past the hospital; veer left toward hospital entrance. You may park in the patient and physician garage in front of you.

From Carlisle area: Take Route 11 North to Route 581; join I-83 North; take exit 43, South Second Street; at third traffic light, turn left on to Chestnut Street; at next traffic light, turn left on to Front Street; continue past the hospital; veer left toward hospital entrance. You may park in the patient and physician garage in front of you.

Harrisburg Campus



UPMC Pinnacle West Shore



UPMC Pinnacle West Shore

1995 Technology Parkway, Mechanicsburg, PA

Directions

From South of Harrisburg

- Interstate 83 (I-83) North to PA 581 West
- PA 581 West to Interstate 81 (I-81) North to Exit 61 (Wertzville Road)
- Right onto Wertzville Road (Route 944)
- Right onto Technology Parkway into Cumberland Technology Park

From North of Harrisburg

- Interstate 81 (I-81) South to Exit 61 (Wertzville Road)
- Left onto Wertzville Road (Route 944)
- Right onto Technology Parkway into Cumberland Technology Park

Fredricksen Outpatient Center



Fredricksen Outpatient Center

2015 Technology Parkway, Mechanicsburg, PA

Directions

From South of Harrisburg

- Interstate 83 (I-83) North to PA 581 West
- PA 581 West to Interstate 81 (I-81) North to Exit 61 (Wertzville Road)
- Right onto Wertzville Road (Route 944)
- Right onto Technology Parkway into Cumberland Technology Park

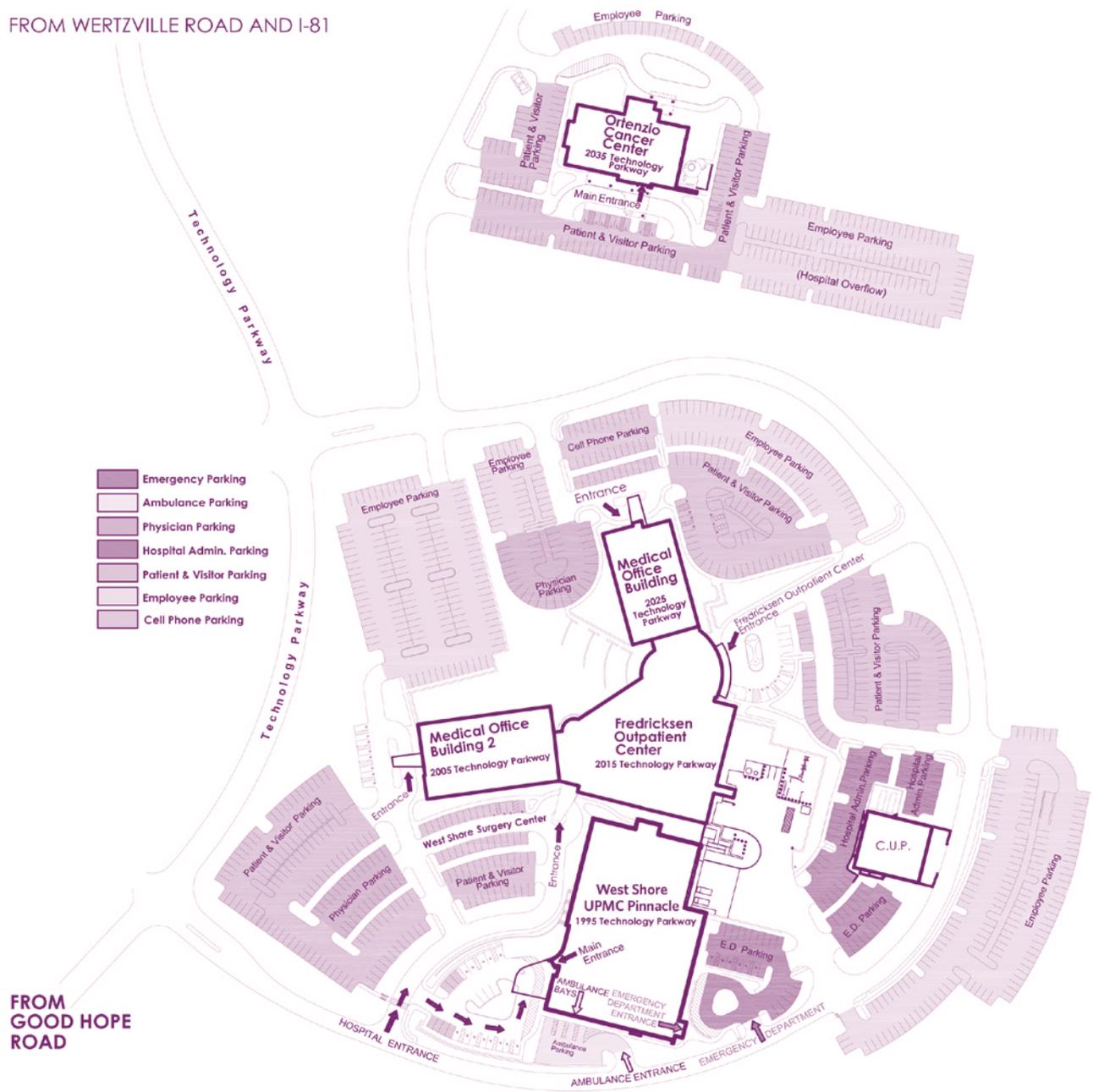
From North of Harrisburg

- Interstate 81 (I-81) South to Exit 61 (Wertzville Road)
- Left onto Wertzville Road (Route 944)
- Right onto Technology Parkway into Cumberland Technology Park

West Shore Campus

(Includes UPMC Pinnacle West Shore, Fredricksen Outpatient Center, and Ortenzio Cancer Center)

FROM WERTZVILLE ROAD AND I-81



FROM GOOD HOPE ROAD

Outpatient Lab Locations

For the most up-to-date locations and hours, visit UPMCPinnacle.com

WEST SHORE

Carlisle

850 Walnut Bottom Road, Suite 104
Carlisle
Phone: 717-462-4450
Fax: 717-462-4451

UPMC Pinnacle Carlisle

361 Alexander Spring Road
Carlisle
717-249-1212

Dillsburg

One Trinity Drive East, Suite 130
Dillsburg
Phone: 717-502-0405
Fax: 717-502-0306
Blood draws and EKGs available

Eichelberger Lab

195 Stock Street, Suite 119
Hanover
717-316-2054

Fredricksen Outpatient Center

2015 Technology Parkway
Mechanicsburg
Phone: 717-791-2409
Fax: 717-791-2404
Blood draws and EKGs available

Greenbriar Medical Center

520 Greenbriar Road, York
717-815-2698

UPMC Pinnacle Hanover

300 Highland Avenue
Hanover
717-316-2150

Hillside Lab

250 Fame Avenue, Suite 104
Hanover
717-316-7981

Lemoyne

3 Walnut Street, Suite 100
Lemoyne
Phone: 717-909-0933
Fax: 717-909-0930
Blood draws and EKGs available

Littlestown Lab

300 West King Street
Hanover
717-359-8291

UPMC Pinnacle Memorial

325 South Belmont Street
York
717-849-5790

New Oxford Lab

5615 York Road
New Oxford
717-624-0058

Newport

300 Bretz Court
Newport
717-988-9030

Progress Professional Center

Laboratory Services
97 Progress Boulevard
Shippensburg
717-530-1845

Silver Spring

21 Waterford Drive
Mechanicsburg
Phone: 717-591-3634
Fax: 717-591-3635

South Hanover Lab

1404 Baltimore Street, Suite 2,
Hanover
717-316-7981

Thistle Hill Lab

2030 Thistle Hill Drive, Suite 1001,
Spring Grove
717-225-7211

Walnut Bottom Professional Center Lab

419 Village Drive, Suite 7
Carlisle
717-960-3560

EAST SHORE

Anville

1251 E. Main Street, Suite 3
Anville
Phone: 717-988-0420
Fax: 717-221-5623

UPMC Pinnacle Community Osteopathic

4300 Londonderry Road
Harrisburg
Phone: 717-657-7214
Fax: 717-657-7192

UPMC Pinnacle Harrisburg

111 S. Front Street
Harrisburg
Phone: 717-782-5564
Fax: 717-782-5694
Blood Donor Center

Lower Paxton

2310 Patton Road, Suite B
Harrisburg
Phone: 717-724-6535
Fax: 717-724-6540

Hummelstown

8105 Adams Drive
Hummelstown
Phone: 717-482-8845
Fax: 717-482-8852

UPMC Pinnacle Lancaster

250 College Avenue, Lancaster
717-291-2811

UPMC Pinnacle Lititz

1500 Highlands Drive
Lititz
717-625-5000

Middletown

1025 W. Harrisburg Pike
Middletown
Phone: 717-702-1137
Fax: 717-702-1139

Millersburg

1000 Evelyn Drive
Millersburg
Phone: 717-692-1035
Fax: 717-692-1036
Blood draws and EKGs available

Old Post Road

2808 Old Post Road
Harrisburg
Phone: 717-920-4570
Fax: 717-920-4571

Polyclinic

2501 N. Third Street
Harrisburg
Phone: 717-782-4634
Fax: 717-782-4610

Notice Informing Individuals About Nondiscrimination and Accessibility Requirements and Nondiscrimination Statement: Discrimination Is Against the Law

UPMC Pinnacle complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. UPMC Pinnacle does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

UPMC Pinnacle:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, and other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact the Customer Relations Department, Patient Representative at 717-782-5503.

If you believe that UPMC Pinnacle has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: UPMC Pinnacle Customer Relations Department, Patient Representative, 111 S. Front Street, Harrisburg PA 17101-2099, 717-782-5503, fax 717-782-5587, or email sokum@pinnaclehealth.org or cmyers@pinnaclehealth.org. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Customer Relations Department Patient Representative is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW Room 509F, HHH Building
Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at
<http://www.hhs.gov/ocr/office/file/index.html>.

Aviso informando a los individuos de los requisitos acerca de la no discriminación y la accesibilidad, y declaración de no discriminar: La discriminación es contra la ley

UPMC Pinnacle cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. UPMC Pinnacle no excluye a las personas ni las trata de forma diferente debido a su origen étnico, color, nacionalidad, edad, discapacidad o sexo.

UPMC Pinnacle:

- Proporciona asistencia y servicios gratuitos a las personas con discapacidades para que se comuniquen de manera eficaz con nosotros, como los siguientes:
 - Intérpretes de lenguaje de señas capacitados.
 - Información escrita en otros formatos (letra grande, audio, formatos electrónicos accesibles, otros formatos).
- Proporciona servicios lingüísticos gratuitos a personas cuya lengua materna no es el inglés, como los siguientes:
 - Intérpretes capacitados.
 - Información escrita en otros idiomas.

Si necesita recibir estos servicios, comuníquese con Departamento de Relaciones de Clientes, Representante de los Pacientes.

Si considera que UPMC Pinnacle no le proporcionó estos servicios o lo discriminó de otra manera por motivos de origen étnico, color, nacionalidad, edad, discapacidad o sexo, puede presentar un reclamo a la siguiente persona: Departamento de Relaciones de Clientes, Representante de los Pacientes, 111 S. Front Street, Harrisburg PA 17101-2099, 717-782- 5503, 717-782-5587 fax, correo electrónico sokum@pinnaclehealth.org, cmyers@pinnaclehealth.org. Puede presentar el reclamo en persona o por correo postal, fax o correo electrónico. Si necesita ayuda para hacerlo, Departamento de Relaciones de Clientes, Representante de los Pacientes, está a su disposición para brindársela.

También puede presentar un reclamo de derechos civiles ante la Office for Civil Rights (Oficina de Derechos Civiles) del Department

of Health and Human Services (Departamento de Salud y Servicios Humanos) de EE. UU. de manera electrónica a través de Office for Civil Rights Complaint Portal, disponible en <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, o bien, por correo postal a la siguiente dirección o por teléfono a los números que figuran a continuación:

U.S. Department of Health and Human Services

200 Independence Avenue, SW Room 509F, HHH Building
Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Puede obtener los formularios de reclamo en el sitio web <http://www.hhs.gov/ocr/office/file/index.html>.

Interpreters Available

You have access to interpretation services 24/7 at no personal cost to you.

This chart includes languages commonly spoken in your community. Additional languages are available.

English: Do you speak [language]? We will provide an interpreter at no personal cost to you.

Albanian Shqip	Flisni shqip? Ne do t'ju sigurojm një përkthyes pa asnjë kosto personale për ju.	Indonesian Bahasa Indonesia	Apakah Anda berbicara bahasa Indonesia? Kami akan menyediakan penerjemah tanp biaya apa pun untuk Anda.
Arabic اللغة العربية	هل تتحدث اللغة العربية؟ سوف نوفر لك مترجماً فورياً بدون أي تكلفة عليك.	Italian Italiano	Parla italiano? Le forniremo gratuitamente un interprete.
Bosnian Bosanski	Da li govorite bosanski? Obezbedićemo Vam prevodioca besplatno.	Korean 한국어	한국어를 사용하십니까? 무료로 통역 서비스를 제공해 드리겠습니다.
Cambodian ភាសាខ្មែរ	តើអ្នកនិយាយភាសាខ្មែរដែរទេ? យើងខ្ញុំនឹងផ្តល់ជូនអ្នកបកប្រែភាសាដោយឥតគិតថ្លៃផ្ទាល់ខ្លួនដល់អ្នក។	Mandarin 中文	您讲国语吗? 我们将免费为您提供翻译。
Cantonese 粵語	您講粵語嗎? 我們將免費為您提供翻譯。	Nepali नेपाली	तपाईं नेपाली बोल्नुहुन्छ? हामी तपाईंको लागि निःशुल्क रूपमा दोभाषे उपलब्ध गराउने छौं।
Croatian Hrvatski	Govorite li hrvatski jezik? Osigurat ćemo Vam prevoditelja besplatno.	Pennsylvania Dutch Deitsch	Wann du Deitsch schwetzsch, darrefscht du ebber griege, as aa Deitsch schwetzt un dich helfe kann mit die englisch Schprooch.
Farsi فارسی	فارسی صحبت می کنید؟ یک مترجم شفاهی رایگان در اختیار شما قرار خواهیم داد.	Polish Polski	Czy mówisz po polsku? Zapewnimy bezpłatną pomoc tłumacza.
French Français	Parlez-vous français ? Nous vous fournirons gratuitement un interprète.	Portuguese Português	Fala português? Vamos facultar-lhe um intérprete, sem custos para si.
French Creole Kreyòl Ayisyen	Èske ou pale Kreyòl Ayisyen? N ap ba ou yon entèprèt gratis.	Russian Русский	Вы говорите по-русски? Мы абсолютно бесплатно предоставим вам переводчика.
German Deutsch	Sprechen Sie Deutsch? Wir stellen Ihnen unentgeltlich einen Dolmetscher zur Verfügung.	Somali Af Soomaali	Ma ku hadashaa Af Soomaali? Waxaan kuu helaynaa tarjumaan bilaa lacag ah.
Gujarati ગુજરાતી	તમે ગુજરાતી બોલો છો? અમે ઇન્ટરપ્રીટર દ્વારા (ચિથો પૂરો પાડીશું, જેનો ખર્ચ તમારે ઉપાડવાનો રહેશે નહીં).	Spanish Español	¿Habla español? Le proporcionaremos un intérprete sin costo alguno para usted.
Haitian Creole Kreyòl Ayisyen	Èske ou pale Kreyòl Ayisyen? N ap ba ou yon entèprèt gratis.	Swahili Kiswahili	Je, unazungumza Kiswahili? Tutakupatia mkalimani bila gharama yoyote kwako.
Hindi हिन्दी	क्या आप हिन्दी बोलते हैं? हम आपके लिए बिना किसी निजी लागत के एक दुभाषिया को उपलब्ध कराएँगे।	Urdu اردو	کیا آپ اردو بولتے ہیں؟ ہم بغیر آپ کے ذاتی لاگت کے آپ کے لئے ترجمان فراہم کریں گے۔
Hungarian Magyar	Beszél magyarul? Teljesen költségmentesen biztosítunk egy tolmácsot az Ön számára.	Vietnamese Tiếng Việt	Quý vị nói được tiếng Việt không? Chúng tôi sẽ cung cấp một thông dịch viên miễn phí cho quý vị.

