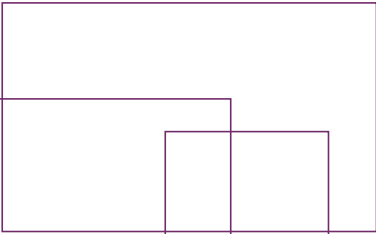


UPMC Bedford Memorial



A Guide to Your Hospital Stay

Your Care. Our Commitment.

Smoke-Free Environment

To protect our patients, visitors, and staff from the harmful effects of second-hand smoke, smoking is not permitted anywhere on UPMC property. All UPMC hospitals, facilities, and grounds, including parking lots, garages, and other outdoor locations such as UPMC-owned sidewalks, are smoke-free. UPMC has no designated smoking areas. If you choose to smoke, you cannot do so on the UPMC campus.

A patient who smokes does so against our advice and assumes the risk for any problems as a result of smoking. For information about smoking and how to quit, access the patient education materials on UPMC's website at **UPMC.com/HealthLibrary**. If you're interested in "Becoming a Quitter," call **1-800-QUIT-NOW (1-800-784-8669)** or visit **pa.quitlogix.org**.

My Information

My room number _____

My phone number _____

Nursing unit phone number _____

Language Interpretation

English:

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

Nepali नेपाली

तपाईं नेपाली भाषा बोल्नुहुन्छ भने कृपया आफ्नो सेवाकर्मीलाई जनाउनुहोस्। यहाँ नःशुल्क दोभाषे सेवा उपलब्ध गराइन्छ।

Spanish Español

Por favor avise a su proveedor de atención de salud si usted habla español. En estas dependencias se proporcionan servicios de interpretación libres de costo.

Arabic العربية

إن كنت تتكلم العربية، نرجو إبلاغ القائمين بخدمتك. تُقدَّم خدمات الترجمة الكلامية في هذه المنشأة أناً

Mandarin 普通话

如果您讲普通话，请告诉您的护理人员。我们免费为您提供口译服务。

Russian Русский

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

American Sign Language (ASL)

Please let your provider know when you make your appointment that you will need an ASL interpreter.

TV Channel Listing (Updated October 2016)

2	HSN	34	ESPN2
3	WPSU-3 (PBS University Park)	35	Root Sports
4	WGN	36	FX
5	Comcast Music	37	truTV
6	NBC Johnstown	38	USA
7	Esquire	39	Fox News
8	FOX Johnstown	40	TNT
9	ABC Johnstown	41	Disney
10	CBS Altoona	42	TCM
11	QVC	43	MSNBC
12	C-SPAN	44	CNBC
13	PBS Pittsburgh	45	TLC
15	KDKA Pittsburgh	46	AMC
16	CTVN	47	Syfy
17	The Weather Channel	48	TV Land
22	TBS	49	Bravo
23	VH1	50	Comedy Central
24	MTV	51	History
25	Freeform	52	E! News
26	Nickelodeon	53	Food Network
27	Lifetime	54	Hallmark Channel
28	HGTV	55	Discovery Channel
29	A&E	56	Animal Planet
30	HLN	61	Travel Channel
31	CNN	62	EWTN
32	Oxygen	63	Cartoon Network
33	ESPN		

Welcome Letter from Jerry Murray, President

Welcome to UPMC Bedford Memorial, where you can expect to receive world-class care close to home.

We understand that quality care means more than just providing state-of-the-art technology and clinical expertise. As such, we are committed to providing you with the highest quality care, tailored to meet your individual needs, in a supportive environment that promotes your healing.

The physicians, associates, and leaders of UPMC Bedford Memorial believe that to do this, we must remain committed to our mission at all times.

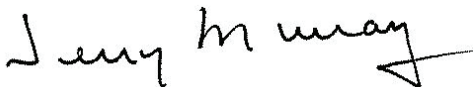
We serve our patients and their families as if they were guests, by always delivering care in a safe, compassionate, respectful, and responsive manner.

We understand that a hospitalization can be a stressful time for our patients and their families. We have developed this handbook to answer many of the questions you may have and to make your stay at UPMC Bedford Memorial as comfortable and positive as possible.

We are here to provide you with excellent service throughout your stay at UPMC Bedford Memorial. If you have questions about your care or any special needs, we encourage you to speak with your nurse or to contact Patient Relations at **814-623-3585**.

Thank you for choosing UPMC Bedford Memorial to assist you with your medical care.

Sincerely,

A handwritten signature in black ink that reads "Jerry Murray". The signature is written in a cursive style with a large, sweeping flourish at the end.

Jerry Murray,
President
UPMC Bedford Memorial

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For More Information

If you have any questions about our services, please call the operator at **814-623-6161** and they will make sure you are connected with the right person or department.

Important Information for Your Stay

Caregivers You May Meet

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

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

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

Housekeeping is responsible for cleaning your room each day. Our goal is to ensure that every patient room is kept clean at all times. If you have any special requests, please feel free to contact Housekeeping directly.

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

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

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

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

Registered Nurses (RNs) are responsible for your overall care. We perform many skills to

help you get well, and will teach you about your medicine and other important information. Please ask us if you have any questions about your care. You may notice nurses using electronic devices, such as smart phones and computers. Rest assured they are reviewing clinical information about your care and are not conducting personal business.

Respiratory Therapists provide breathing treatments, exercises, and techniques.

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

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

Patient Information Number (PIN) System

UPMC Bedford Memorial uses a PIN system for releasing information about our patients. Each patient will be given a PIN number to be used throughout their stay at the time of admission, or by nursing staff on the unit if unable to be given at the time of admission.

Assigning a Spokesperson

Patients should only communicate this PIN to those family members and loved ones who they want to receive information about them from our hospital staff. Someone who does not have the patient PIN will not be able to receive any information about the patient. To facilitate a smooth transfer of information between our clinical staff at UPMC Bedford Memorial and each patient's loved ones, we ask that each patient and family designate a family spokesperson. The family spokesperson will be the primary contact for communicating information on your loved one's condition, and they will, in turn, be asked to communicate this information to other family members and

loved ones. If you have any questions about the PIN system or family spokesperson programs at UPMC Bedford Memorial, please contact your nurse.

Medicine Safety

Do not take any medicines that you brought to the hospital from home unless your doctor or nurse tells you it is okay. You should give your personal supply of medicines to someone to take home for you.

Hearing Assistance

To meet the special needs of patients and visitors who are hearing impaired or deaf, we offer:

- Printed educational materials
- Closed-caption television
- Sign language interpreters
- Video remote interpreting (VRI) and video relay service (VRS)
- Personal amplifiers
- Amplified telephones and portable telecommunications device for the deaf (TDD)

To obtain any of the aids listed above, ask the nursing staff on your patient unit. To obtain hearing and deaf interpreting services, contact the nursing supervisor at **814-623-4740**. For more information, visit the Disabilities Resource Center's website at **UPMC.com/DRC**.

Language Interpretation Services

Language interpreter services are available to patients and their families at no cost. For information, contact the nursing supervisor at **814-623-4740** or ask the nursing staff on your care unit.

UPMC Global Care

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

Accessibility

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

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

Other services are available to enhance the patient experience and provide access to our excellent health care services. For more information, visit the Disabilities Resource Center's website at **UPMC.com/DRC**.

Service Animals

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

Meals

Room Service Dining

Meals at UPMC Bedford Memorial are provided through a liberalized diet menu. One of our patient experience coordinators will come directly to your room each day of your stay and assist you in making menu selections. After-hours meals can be made available by asking your nurse or another caregiver. Based on your doctor's orders, your nurse will determine if you are able to order any items on the menu or if you require a more customized diet. Guest trays are available for your family and friends if they wish to dine with you in your room. To order, your guest should simply let a member of your nursing team or the patient experience coordinator know. Payment for the guest tray is due upon order.

Snack Bar

The UPMC Bedford Memorial Snack Bar is located on the first floor near the main entrance. Hours of operation are Monday through Friday, 7 a.m. until 6:30 p.m. and Saturday, 7 a.m. until 2 p.m. The Snack Bar is closed on Sundays and holidays.

Vending Machines

Public vending machines are located on the ground floor of the hospital.

Visiting Information

UPMC Bedford Memorial allows patients to have visitors present during the course of their stay to provide emotional support. All patients (or their representatives, where appropriate) have the right to have visitors they choose, either verbally or in writing, including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend. Visitor privileges will not be restricted, limited, or denied on the basis of age, culture, language, race, color, national origin, religion, sex, sexual

orientation, gender identity or expression of gender, socioeconomic status, or disability. All visitors chosen by a patient (or their representative, where appropriate) will enjoy visitation privileges that are no more restrictive than those enjoyed by immediate family members.

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

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

UPMC Bedford Memorial may impose reasonable clinically necessary restriction or limitation on visitation based on the following:

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

- Patient's need and/or request for privacy or rest.

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

During Regular Hours of Operation

- Access to the hospital is through the Main Entrance, Outpatient Registration Entrance, or the Emergency Department.

After Midnight

- Access to the hospital is through the Emergency Department entrance only.
- Visitors will be identified and directed to the appropriate location by Emergency Department staff.
- Security will be alerted of visitors that access the hospital from midnight to 4 a.m.

Overnight Visitors

- If visitors wish to remain overnight, they must inform the nursing supervisor.
- The nursing supervisor will notify Security.

Visiting Hours

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

Parking

There is no charge for parking at UPMC Bedford Memorial. Visitors to the hospital may park in the area in the front of the hospital along Route 30. Parking areas on the east side of the hospital near the Emergency Department are reserved for patients using the outpatient services.

Banking

An ATM is located on the 1st floor, near the main lobby.

Telephone and Television

UPMC Bedford Memorial provides telephone and television service at no charge to patients.

Phone Calls

Local calls may be made by dialing "9" followed by the 7 digit phone number.

Long distance or toll calls must be made collect, third party, or charged to a calling card. To reach the operator, dial "9" then "0".

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

TV Channels

TV service includes major network channels and cable channels. Closed-captioned TV service is available; check the daily newspaper for closed-captioned program selections. For more information on the TV channels that are available to you, please see the front of this handbook. If you have any problems with your TV, notify your nurses station so that they can report the problem to Maintenance.

Carepages

While your loved one is staying with us, take a few minutes and create a CarePages website. It's free and easy to do. CarePages are free, private websites that you create and personalize.

Family, friends, and patients can develop a CarePages website to use during and after a hospital stay and during long-term care. Log on to www.carepages.com/UPMC to get started.

E-Cards

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

Patient Relations

Among the many people who will contribute to your care at UPMC Bedford Memorial are staff of Patient Relations.

How Can We Help?

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

To Contact Us

You can talk with a Patient Relations coordinator by phone or an arranged meeting. To contact us, call **814-623-3585**, Monday to Friday from 8 a.m. to 4:30 p.m.

If you are calling after business hours, please leave a message and your call will be returned the following business day. If you need immediate assistance, please call the nursing supervisor at **814-623-4740**.

Condition Help

Condition Help is a patient safety hotline that patients and families can call when there is a change in the patient's condition and the patient or family is unable to get the attention of a health care provider.

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

- An emergency or noticeable change in medical condition and patients or loved ones can't get the attention of hospital staff.
- A communications breakdown in how medical care is given.

To activate Condition Help, dial **4740** from any phone in the facility.

Why does UPMC have Condition Help?

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

Safety

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

Press **0** on any hospital phone and the operator will connect you to UPMC Bedford Memorial Security.

Patient Personal Property

Please leave personal property, such as jewelry, large amounts of cash, and sentimental items, at home. UPMC is not responsible for any patient valuables or other personal property brought to the hospital. If it is absolutely necessary to secure your belongings until someone can take them home for you, we strongly advise you to deposit them in the hospital's safe. To make arrangements to do this, please speak with your nurse.

Comforts from Home

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

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

If you have forgotten these, don't worry. Our friendly staff will be happy to provide you with complimentary supplies if they are needed. For assistance, please ask your nurse. Patients are asked not to bring valuables, large sums of money, or small appliances, such as hairdryers or electric razors. If you have these items with you upon admission, we encourage you to send them home with a trusted friend or family member.

Lost and Found

Any personal items found throughout the hospital are turned over to Building Services for safekeeping until claimed. To inquire about a lost and found item, call **814-623-4740**.

Cell Phones and Wireless

Wireless Service

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

To log on:

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

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

Gift Shops

The hospital gift shop is conveniently located in the Snack Bar on the 1st floor next to the main entrance.

An assortment of gifts, sundries, and reading materials are available for purchase. Hours of operation are Monday through Friday, 7 a.m. until 6:30 p.m. and Saturday, 7 a.m. until 2 p.m. The gift shop is closed on Sundays and holidays.

Spiritual Care

UPMC Bedford Memorial recognizes that spirituality often plays an important part in the healing of many patients. Our meditation room is available on the 1st floor for patients,

families, and visitors. In addition, our staff would be happy to help you arrange for a spiritual care visit upon request. For directions or more information on these services, please contact your nurse.

Tips for Your Health and Wellness

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

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

- > Use a clean paper towel to turn off the water.

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

- **Prevent falls.** There are many reasons people feel unsteady when getting out of bed or walking by themselves. This includes being on pain medicine, having surgery, or being in bed for a long time. If you think you need help, ask before getting up to walk. We are here to help you.
- **Stay active.** An important part of recovery is to get out of bed and move. Your care team wants you to get back to your usual activity level as soon as possible. They will encourage you to:
 - > Sit in a chair for meals.
 - > Walk to the bathroom.
 - > Walk in the hallway 3 times a day.

Please check with your nurse to see if it is safe to get out of bed on your own without help from a care team or family member.

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

For More Information

Please visit **UPMC.com** for a full health library of education materials to support your health and wellness. Go to **UPMC.com/Health Library** from your mobile device or home computer.

Patient Rights and Responsibilities

Effective February 2016

Patient Rights

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

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

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

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

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

For your plan of care, you have a right:

- To participate in the development and implementation of your plan of care, including pain management and discharge planning.
- To make informed decisions regarding your care, treatment, or services, by being:

- > Informed in language or terms you can understand.
- > Fully informed about your health status, diagnosis, and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable to give this information to you, it will be given to your representative or other appropriate person.
- > Involved in care planning and treatment.
- > Informed about the outcomes of care, treatment, or services that you need in order to participate in current and future health care decisions.
- > Able to have your representative act on your behalf when necessary or desired by you.
- > Informed by your physician and making your decision if you will give or withhold your informed consent before your physician starts any procedure or treatment with you unless it is an emergency.
- > Able to make an advance directive and to have facility clinical staff and practitioners comply with these directives during your care.
- > Assured that a family member or a representative and your physician are notified as promptly as possible if you are admitted to a hospital unless you request that this is not done.
- > Able to request treatment. This does not mean that you can demand treatment or services that are medically unnecessary or inappropriate.
- > Able to refuse any drugs, treatments, or procedures offered by the facility, to the extent permitted by law, and a physician shall inform you of any medical consequences of this refusal.

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

- To personal privacy, including:
 - > During personal hygiene activities, treatments, or examinations.
 - > Sharing your personal information only with your consent unless otherwise permitted or required by law.
 - > Deciding if you want or do not want involvement of your family in your care.
 - > During clinical discussions between you and your treatment team members.
 - > To choose who you would like to have as a visitor.
- To give or withhold consent for the facility to produce or use recordings, films, or other images of you for purposes other than your care.

Regarding our staff and environment, you have a right:

- To receive respectful care given by competent personnel in a setting that:
 - > Is safe and promotes your dignity, positive self-image, and comfort.
 - > Accommodates religious and other spiritual services.
 - > Is free from all forms of abuse, exploitation, harassment, or neglect.
 - > Will assure that you will be free from restraint or seclusion, of any form, imposed as a means of coercion, discipline, convenience, or retaliation by staff.
 - > Provides services without discrimination based upon race, color, age, ethnicity, ancestry, religion, sex, sexual orientation, gender identity, national origin, source of payment, or marital, familial, veteran, or disability status.

- > Gives you, upon request, the names and information as to the function of your attending physician, all other physicians directly participating in your care, and of other health care personnel having direct contact with you.

Regarding your personal health information, you have the right to appropriate management of your personal health information as set forth in our Notice of Privacy Practices.

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

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

You must give informed consent before actual participation in such a program and may refuse to continue in such program to which you previously gave informed consent.

A decision to withdraw your consent for participation in a research study will have no effect on your current or future medical care at a UPMC hospital or affiliated health care provider or your current or future relationship with a health care insurance provider.

Regarding other health care services, you have a right:

- To emergency procedures to be implemented without unnecessary delay.
- To appropriate assessment and management of pain.
- To be transferred (when medically permissible) to another facility after you or your representative have received complete information and an explanation concerning the needs for and alternatives to such transfer.

The institution to which you are to be transferred must accept you for transfer.

- To be assisted in obtaining consultation with another physician at your request and own expense.

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

- To be informed of how to make a complaint or grievance.
- To quality care and high professional standards that continually are maintained and reviewed.
- To have the facility implement good management techniques that consider the effective use of your time and avoid your personal discomfort.
- To know which facility rules and regulations apply to your conduct, as well as to the conduct of family and visitors.
- To access to an interpreter on a reasonable basis.
- To access to an individual or agency that is authorized to act on your behalf to assert or protect your rights.
- To examine and receive a detailed explanation of your bill.
- To full information and counseling on the availability of known financial resources for your health care.
- To expect that the facility will provide you with information about your continuing health care needs at the time of your discharge and the means for meeting those needs.

Patient Responsibilities

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

Patients are asked to assume the following responsibilities:

1. **Provide a complete health history.** Provide information about past illnesses, hospital stays and outpatient services, medicines and supplements, the names of your doctors, and other matters related to your health history. Please tell us about any conditions that might cause you to require different treatment or additional help, such as allergies or a healing problem.
2. **Participate in your treatment and services.** Cooperate with our staff. Ask questions if you do not understand directions or procedures. You are responsible for your actions if you refuse treatments or don't follow treatment directions. You will achieve the best outcome if you work together with your treatment team to develop a care plan for your time in the hospital, after you leave, or during your outpatient services.
3. **Communicate with our staff.** Let your team members know about any changes in your symptoms or conditions. If you already have an Advance Directive, Durable Power of Attorney (POA), Living Will, or organ/tissue donation, please provide us with a copy. We encourage you to ask questions and to be an active member of your care team. Please be sure your doctor knows what side or site of your body will be treated or operated on before any procedure. We encourage you to insist that staff cleanse their hands before treating you. Please ask our staff to identify themselves before treating you, and remind them to check your identification before

treatments or medicines given. Let our staff know if you have any questions or problems or if anything upsets or concerns you. Contact your service location Director or the Patient Relations Representative/Advocate immediately if you have concerns so that we can assist you.

- 4. Appoint a health care representative.** UPMC encourages all patients to appoint a health care representative to serve as a medical decision-maker. This should be someone from your family or support network who can make decisions for you if you become unable to do so. If you do not appoint a health care representative and become unable to appoint one, UPMC will select one for you in accordance with Pennsylvania law. UPMC staff are available to help patients and their families appoint health care representatives and establish a Power of Attorney for Medical Decision-Making.
- 5. Comply with your doctor's or doctors' medication treatment plan for this hospital stay or encounter.** Provide a complete list of medications, (prescribed, over the counter, or otherwise) that you are taking. Refrain from using illicit drugs or any medication or supplement not ordered by your doctor during this hospital stay or outpatient encounter. Do not take drugs without the knowledge and approval of UPMC staff. These may complicate your care and interfere with the healing process. UPMC reserves the right to search patient rooms and belongings and to remove medications or supplements not prescribed by your doctor, as well as weapons, or illegal substance or other items considered unsafe for the care environment.

- 6. Comply with UPMC's smoke-free policy.** UPMC maintains a smoke-free environment to protect the health of patients, visitors, and staff. Smoking is not permitted on any UPMC property, including buildings, parking lots, and parking garages. You may not smoke in vehicles while on UPMC property. UPMC can provide you with information and strategies to help you quit smoking. If interested, please contact your nurse or team member.
- 7. Comply with visitation policies.** Our service locations have visitation policies to ensure a safe, comfortable, and quiet environment for our patients. You are expected to comply with each service location's policy and can obtain a copy of it from your nurse or team member.
- 8. Be courteous to patients and staff.** UPMC strives to maintain an atmosphere that promotes healing. You and your visitors are expected to be considerate of other patients and staff members, control your noise level, limit the number of visitors in your room, manage the behavior of your visitors and your visitor's noise level, and respect UPMC property. Your visitors are expected to comply with all service location policies, including isolation policies. Failure to comply may result in being asked to leave. UPMC does not tolerate threatening or harassing behavior nor illegal activity.
- 9. Accept your room assignments.** UPMC manages the hospital environment for the good of all our patients. We may move you to another room or another unit based on your needs and the needs of our patients. You are responsible to cooperate with all room assignments. We cannot guarantee a private room to any patient.

10. **Accept your physician, nurse, clinician, and other caregiver assignments.** If you have a concern about a caregiver, please notify your service facility Director or Patient Relations Representative/Advocate. We will review your concern within the appropriate department and make any necessary reassignments.
11. **Protect your belongings.** You are responsible for the safety of your belongings during your hospital stay or outpatient encounter. UPMC is not responsible for any lost or stolen patient belongings. We encourage you to send valuables and medications home or to store them with hospital Security if you are admitted to the hospital.
12. **Arrange transportation home.** You are responsible for arranging your own transportation home from the hospital and may be responsible to pay some or all of the costs related to your transportation unless other arrangements have been made with you. We will arrange transportation for you if you are transferred to another facility or have medical needs for special transportation. These services may or may not be paid for by your insurance depending on your coverage and clinical circumstances.
13. **Make payments for services.** You are responsible for payment of all services provided to you by UPMC. Payments may be made through third-party payers (such as your insurance company), by self-payment, or by making other payment arrangements for services not covered by insurance. Financial assistance may be available for those who qualify. UPMC will not withhold or delay emergency medical screening or stabilizing treatment that is provided pursuant to Emergency Medical Treatment and Active Labor Act (EMTALA).
14. **Keep your appointments.** You are responsible for making and keeping your outpatient appointments. Your services have been planned with you to maximize your health and wellness by following up on your health care needs, including periodic screening, assessment, and treatment. We ask that you respect the appointments that have been scheduled for you and notify us as soon as possible, if for some reason you are unable to keep a scheduled appointment. Please plan with us in advance of situations that may cause you to have difficulty in keeping an appointment.

Non-discrimination in Patient Care

It is the policy of UPMC Bedford Memorial to comply with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975, and all requirements imposed by them, so that no person shall on the grounds of race, color, national origin, disability, or age be excluded from participation in, denied benefits of, or otherwise subjected to discrimination in the provision of any care or service. Other agency guidelines prohibit discrimination on the basis of ancestry, religion, sex, sexual orientation, gender identity, marital, familial, or status as a disabled veteran or a veteran of the Vietnam era. If you have questions regarding this policy, please contact the Patient Relations Department at **814-623-3585**.

UPMC No Weapons Policy

UPMC does not allow weapons or illegal substances of any kind on its property, regardless of any permits you may have. UPMC reserves the right to search patient rooms and belongings, and to remove medications or supplements not prescribed by your doctor, as well as weapons, illegal substances, or other items considered unsafe for the care environment.

Notary Services

To find a notary in Pennsylvania, please use the information below.

Pennsylvania Association of Notaries (PAN)
800-944-8790
www.notary.org/Search/Notary

Complaints, Concerns, and Questions

You and your family/guardian have the right to:

- Tell hospital staff about your concerns or complaints regarding your care. This will not affect your future care.
- Seek review of quality of care concerns, coverage decisions, and concerns about your discharge.
- Expect a timely response to your complaint or grievance from the hospital. Complaints or grievances may be made in writing, by phone, or in person. The hospital has a duty to respond to these complaints or grievances in a manner that you can understand. To share your concerns with the hospital, please contact the hospital's Patient Relations Department at **814-623-3585**.

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

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

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

**The Joint Commission-
Office of Quality Monitoring**
One Renaissance Boulevard Oakbrook
Terrace, IL 60181
(800) 994-6610 or
patientsafetyreport@jointcommision.org

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

Livanta
Attn: Review Services
9090 Junction Drive Suite 10
Annapolis Junction, MD 20701
1-866-815-5440

Department/Program

Main Number	814-623-6161
Cardiac & Pulmonary Rehabilitation Department.....	814-623-3538
Cardiopulmonary Department	814-623-3502
Emergency Department.....	814-623-3500
Health Professions Scholarship Program	814-623-3773
Laboratory	814-623-3506
Medical Imaging.....	814-623-3512
Nuclear Medicine Department.....	814-623-6161 Ext. 1137
Department of Rehabilitative Medicine.....	814-623-3510
Specialty Services	814-623-1846
Speech and Language Services.....	814-623-3545
UPMC Family Health Services	814-623-6849
Womancare Ob/Gyn Services and Programs	814-623-3516



UPMC Bedford Memorial

10455 Lincoln Highway
Everett, PA 15537

814-623-6161

UPMC.com/BedfordMemorial

UPMC is an equal opportunity employer. UPMC policy prohibits discrimination or harassment on the basis of race, color, religion, ancestry, national origin, age, sex, genetics, sexual orientation, gender identity, marital status, familial status, disability, veteran status, or any other legally protected group status. Further, UPMC will continue to support and promote equal employment opportunity, human dignity, and racial, ethnic, and cultural diversity. This policy applies to admissions, employment, and access to and treatment in UPMC programs and activities. This commitment is made by UPMC in accordance with federal, state, and/or local laws and regulations.