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 or visit UPMC.com/Classes. If you’re interested in “Becoming a Quitter,” call 1-800-QUIT-NOW (1-800-784-8669) or visit pa.quitlogix.org.
**English:**
Please notify your caregiver if you speak [language]. Interpretation services are provided at this facility free of charge.

---
**Nepali**
तपाई पाली भाषा बोल्नुहुन्छ भने कृपया आफ्नो सेवाकर्मीलाई जनाउनुहोस्। यहाँ निष्ठुलक दोभाषी सेवा उपलब्ध गराइन्छ।

---
**Spanish**
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**
إن كنت تتكلم العربية، نرجو إبلاغ الفايلين بخدمتك. تقدم خدمات الترجمة الكلامية في هذه المشاهدة.

---
**Mandarin**
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**
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.
<table>
<thead>
<tr>
<th></th>
<th>Channel Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>C-SPAN</td>
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<tr>
<td>4</td>
<td>ION</td>
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<tr>
<td>5</td>
<td>WPCB (Cornerstone TV)</td>
</tr>
<tr>
<td>6</td>
<td>KDKA (CBS)</td>
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<tr>
<td>7</td>
<td>WPGH (FOX)</td>
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<tr>
<td>8</td>
<td>WTAE (ABC)</td>
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<tr>
<td>9</td>
<td>WQED (PBS)</td>
</tr>
<tr>
<td>10</td>
<td>WPMY-22 (My TV)</td>
</tr>
<tr>
<td>11</td>
<td>FYI</td>
</tr>
<tr>
<td>12</td>
<td>WPXI NBC (Pittsburgh Channel 11)</td>
</tr>
<tr>
<td>14</td>
<td>Municipal Services</td>
</tr>
<tr>
<td>15</td>
<td>WPCW (CW)</td>
</tr>
<tr>
<td>16</td>
<td>The Weather Channel</td>
</tr>
<tr>
<td>18</td>
<td>WGN</td>
</tr>
<tr>
<td>20</td>
<td>QVC</td>
</tr>
<tr>
<td>21</td>
<td>Public Access</td>
</tr>
<tr>
<td>23</td>
<td>TBS</td>
</tr>
<tr>
<td>24</td>
<td>MTV</td>
</tr>
<tr>
<td>25</td>
<td>USA Network</td>
</tr>
<tr>
<td>26</td>
<td>Nickelodeon</td>
</tr>
<tr>
<td>27</td>
<td>ESPN</td>
</tr>
<tr>
<td>28</td>
<td>ESPN2</td>
</tr>
<tr>
<td>29</td>
<td>ROOT</td>
</tr>
<tr>
<td>30</td>
<td>NBC Sports</td>
</tr>
<tr>
<td>31</td>
<td>Golf</td>
</tr>
<tr>
<td>32</td>
<td>CNN</td>
</tr>
<tr>
<td>33</td>
<td>HLN</td>
</tr>
<tr>
<td>34</td>
<td>FOX News Channel</td>
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<tr>
<td>35</td>
<td>PCNC</td>
</tr>
<tr>
<td>36</td>
<td>CNBC</td>
</tr>
<tr>
<td>37</td>
<td>TLC</td>
</tr>
<tr>
<td>38</td>
<td>ABC Family</td>
</tr>
<tr>
<td>39</td>
<td>Cartoon Network</td>
</tr>
<tr>
<td>40</td>
<td>Disney Channel</td>
</tr>
<tr>
<td>41</td>
<td>A &amp; E Network</td>
</tr>
<tr>
<td>42</td>
<td>Lifetime TV</td>
</tr>
<tr>
<td>43</td>
<td>SPIKE TV</td>
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<tr>
<td>44</td>
<td>VH1</td>
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<tr>
<td>45</td>
<td>E!</td>
</tr>
<tr>
<td>46</td>
<td>History</td>
</tr>
<tr>
<td>47</td>
<td>AMC</td>
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<tr>
<td>48</td>
<td>PCN</td>
</tr>
<tr>
<td>49</td>
<td>Food Network</td>
</tr>
<tr>
<td>50</td>
<td>Animal Planet</td>
</tr>
<tr>
<td>51</td>
<td>Magee-Womens OB Channel</td>
</tr>
<tr>
<td>52</td>
<td>Magee-Womens General Information</td>
</tr>
<tr>
<td>53</td>
<td>Patient Education</td>
</tr>
<tr>
<td>54</td>
<td>C.A.R.E Channel (relaxation)</td>
</tr>
<tr>
<td>55</td>
<td>UPMC General Information</td>
</tr>
<tr>
<td>56</td>
<td>Newborn Channel</td>
</tr>
<tr>
<td>58</td>
<td>Travel</td>
</tr>
<tr>
<td>59</td>
<td>Style</td>
</tr>
<tr>
<td>72</td>
<td>Big Ten</td>
</tr>
<tr>
<td>99</td>
<td>HSN</td>
</tr>
</tbody>
</table>
# Patient Education TV Playlist

<table>
<thead>
<tr>
<th>Title</th>
<th>Start Times*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nutrition: Healthy Eating for Life</td>
<td>6:00 a.m.</td>
</tr>
<tr>
<td></td>
<td>1:45 p.m.</td>
</tr>
<tr>
<td></td>
<td>9:30 p.m.</td>
</tr>
<tr>
<td>Exercise: Getting Active, Staying Active</td>
<td>6:15 a.m.</td>
</tr>
<tr>
<td></td>
<td>2:00 p.m.</td>
</tr>
<tr>
<td></td>
<td>9:45 p.m.</td>
</tr>
<tr>
<td>Managing Your Stress</td>
<td>6:30 a.m.</td>
</tr>
<tr>
<td></td>
<td>2:15 p.m.</td>
</tr>
<tr>
<td></td>
<td>10:00 p.m.</td>
</tr>
<tr>
<td>Recognizing Depression</td>
<td>6:50 a.m.</td>
</tr>
<tr>
<td></td>
<td>2:35 p.m.</td>
</tr>
<tr>
<td></td>
<td>10:20 p.m.</td>
</tr>
<tr>
<td>Carbohydrate Counting: Skills Into Practice</td>
<td>7:10 a.m.</td>
</tr>
<tr>
<td></td>
<td>2:55 p.m.</td>
</tr>
<tr>
<td></td>
<td>10:40 p.m.</td>
</tr>
<tr>
<td>What Is Diabetes: Type 2</td>
<td>7:35 a.m.</td>
</tr>
<tr>
<td></td>
<td>3:20 p.m.</td>
</tr>
<tr>
<td></td>
<td>11:05 p.m.</td>
</tr>
<tr>
<td>Taking Insulin</td>
<td>7:55 a.m.</td>
</tr>
<tr>
<td></td>
<td>3:40 p.m.</td>
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<tr>
<td></td>
<td>11:25 p.m.</td>
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<tr>
<td>Monitoring Your Blood Glucose</td>
<td>8:15 a.m.</td>
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<tr>
<td></td>
<td>4:00 p.m.</td>
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<tr>
<td></td>
<td>11:45 p.m.</td>
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<tr>
<td>Safe Sleep for Your Baby Right From the Start</td>
<td>8:40 a.m.</td>
</tr>
<tr>
<td></td>
<td>4:25 p.m.</td>
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<tr>
<td></td>
<td>12:10 a.m.</td>
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<tr>
<td>Preventing Shaken Baby Syndrome</td>
<td>8:55 a.m.</td>
</tr>
<tr>
<td></td>
<td>4:40 p.m.</td>
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<tr>
<td></td>
<td>12:25 a.m.</td>
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<tr>
<td>After a Stroke</td>
<td>9:10 a.m.</td>
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<tr>
<td></td>
<td>4:55 p.m.</td>
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<tr>
<td></td>
<td>12:40 a.m.</td>
</tr>
<tr>
<td>Smoking: Get Ready to Quit</td>
<td>9:30 a.m.</td>
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<tr>
<td></td>
<td>5:15 p.m.</td>
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<tr>
<td></td>
<td>1:00 a.m.</td>
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<tr>
<td>Pain Management: It’s Your Right</td>
<td>9:50 a.m.</td>
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<tr>
<td></td>
<td>5:35 p.m.</td>
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<tr>
<td></td>
<td>1:20 a.m.</td>
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<tr>
<td>Coronary Angiography and Angioplasty</td>
<td>10:10 a.m.</td>
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<td></td>
<td>5:55 p.m.</td>
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<tr>
<td></td>
<td>1:40 a.m.</td>
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<tr>
<td>Heart Surgery: Getting Ready to Leave the Hospital</td>
<td>10:30 a.m.</td>
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<td></td>
<td>6:15 p.m.</td>
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<tr>
<td></td>
<td>2:00 a.m.</td>
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<tr>
<td>Women and Heart Disease</td>
<td>10:50 a.m.</td>
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<td></td>
<td>6:35 p.m.</td>
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<tr>
<td></td>
<td>2:20 a.m.</td>
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<tr>
<td>Atrial Fibrillation</td>
<td>11:20 a.m.</td>
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<tr>
<td></td>
<td>7:05 p.m.</td>
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<tr>
<td></td>
<td>2:50 a.m.</td>
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<tr>
<td>Heart Failure: Leaving the Hospital</td>
<td>11:35 a.m.</td>
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<tr>
<td></td>
<td>7:20 p.m.</td>
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<tr>
<td></td>
<td>3:05 a.m.</td>
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<tr>
<td>COPD: Take Control</td>
<td>11:45 a.m.</td>
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<tr>
<td></td>
<td>7:30 p.m.</td>
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<tr>
<td></td>
<td>3:15 a.m.</td>
</tr>
<tr>
<td>Patient Safety: Stay Safe While You Are in the Hospital</td>
<td>12:00 p.m.</td>
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<tr>
<td></td>
<td>7:45 p.m.</td>
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<tr>
<td></td>
<td>3:30 a.m.</td>
</tr>
<tr>
<td>Advance Directive: Taking Control</td>
<td>12:20 p.m.</td>
</tr>
<tr>
<td></td>
<td>8:05 p.m.</td>
</tr>
<tr>
<td></td>
<td>3:50 a.m.</td>
</tr>
<tr>
<td>Anticoagulant Medication: Taking It Safely</td>
<td>12:40 p.m.</td>
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<tr>
<td></td>
<td>8:25 p.m.</td>
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<tr>
<td></td>
<td>4:10 a.m.</td>
</tr>
<tr>
<td>Pneumonia: Recovery and Prevention</td>
<td>1:00 p.m.</td>
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<tr>
<td></td>
<td>8:45 p.m.</td>
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<tr>
<td></td>
<td>4:30 a.m.</td>
</tr>
<tr>
<td>Ostomy Care at Home</td>
<td>1:15 p.m.</td>
</tr>
<tr>
<td></td>
<td>9:00 p.m.</td>
</tr>
<tr>
<td></td>
<td>4:45 a.m.</td>
</tr>
</tbody>
</table>

*Start times may vary by a couple of minutes. Thank you for your patience.*
Welcome Letter from Leslie C. Davis, President

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

This guide is a good source of information. I encourage you to read it to learn about our services. If you have questions about your care, the staff on your unit can answer your questions.

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

Yours truly,

Leslie C. Davis
President
Magee-Womens Hospital of UPMC
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**For More Information**
If you have any questions about our services, please call the operator at 412-641-1000 and they will make sure you are connected with the right person or department.
Important Information for Your Stay

Caregivers You Will 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:

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

**Nursing Staff: RNs and LPNs**
We are responsible for your overall care. We perform many skills to help you get well and will teach you about your medicine and other important information. Please ask us if you have any questions about your care. You may notice nurses using electronic devices such as smart phones and computers. Rest assured they are reviewing clinical information about your care and are not conducting personal business. In the Operating Room and Womancare Birth Center, the nurses wear blue scrubs. On the general units, registered nurses and licensed practical nurses wear black or white uniforms.

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

**Housekeeping**
We are responsible for cleaning your room each day. Our goal is to ensure that every patient room is kept clean at all times. If you have any special requests please feel free to contact the housekeeping department directly. We wear teal blue scrub tops with black pants.

**Health Unit Coordinators (HUC)**
We provide clerical support by answering call bells, phones, and use the computer to assist with your care. We wear casual attire with navy blue lab jackets.

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

**Medical Social Workers**
We work with case managers, your nurses, and doctors to coordinate your plan of care before admission, during your stay, and after discharge. We wear casual attire with a white lab coat.

**Care Manager/Health Manager**
We are responsible for coordinating your care, working with your insurance company, and planning for your discharge needs to assure a safe transition out of the hospital. We wear casual attire with a white lab coat.

**Clinical Nurse Specialists**
Clinical nurse specialists specialize in skin and wound care and management of pain and complex symptoms. Your doctor or health manager may refer you to us. We wear white scrubs or uniforms.

**Lactation Consultants**
We assist with breastfeeding if you need extra assistance or want to purchase breastfeeding supplies for home. We wear casual attire with a white lab coat.

**Medicine Safety**
Do not take any medicines that you brought to the hospital from home unless your doctor or nurse tells you it is okay. You should give your personal supply of medicines to someone to take home for you.
Hearing Assistance
To meet the special needs of patients and visitors who are hearing impaired or deaf, we offer printed educational materials, amplified telephones, closed-captioned television, sign language interpreters, and a portable telecommunications device for the deaf (TDD). To obtain a TDD or any of the aids listed above, ask the nursing staff on your patient unit. To obtain hearing and deaf interpreting services, call 412-641-4185.

Language Interpretation Services
Language interpreter services are available to patients and their families at no cost. Magee provides language interpreter services to patients through a special phone system with access to 150 different languages. All patient care areas are equipped with necessary phones. If you have impaired hearing, amplified phone receivers, and TDD (Telecommunications Device for the Deaf) are available. Sign language interpreters are available as needed. Arrangements can be made for a sign language interpreter by calling 412-641-4185.

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
Magee-Womens Hospital of UPMC 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. Accessible parking, valet services, accessible patient rooms, assisting listening devices, sound signalers, interpretation services, video remote interpreting, key documents in alternative formats, and other services are available to enhance the patient experience and provide access to our excellent health care services. Access features include:

- Handicapped parking spaces are available in the parking garage.
- An underground tunnel connects the Zero Level of the garage to the Zero Level of the hospital, just below the Main Lobby, with easy access to the main elevators.

Meals
Meals at Magee are provided through Room Service which is available from 6:30 a.m. to 9 p.m. To place your order, dial 641-MEAL (6325). Please ask your nurse for help or if you want to see a dietitian. Gourmet selections are available for an additional charge to you.

Your family members may buy a guest tray from 7 a.m. to 9 p.m. from Room Service by dialing 641-MEAL (6325). Payment is due when the guest tray is delivered to the room (cash only).

Cafeteria Hours
Magee’s cafeteria is open Monday through Friday from 6:30 to 10 a.m., 11 a.m. to 3 p.m., 4 p.m. to 7 p.m. and Saturday, Sunday, and Holidays from 6:30 to 10 a.m., 11 a.m. to 2 p.m., and 3 to 6:30 p.m.

Garden View Gift Shop Café
The Garden View Gift Shop Café is open Monday through Friday from 7:30 a.m. to 7 p.m. (the deli closes at 4 p.m.), and is closed on weekends and all major holidays. The phone number is 412-641-4180.

Vending Machines
Vending Machines are located inside of the cafeteria and throughout the hospital.
Visiting Information

Our patient and family centered care philosophy offers flexibility for visiting. You have a right to receive visitors, including, but not limited to, a spouse, a domestic partner, another family member, or a friend. You also have a right to change your mind about who you wish to visit you at any time.

Visitors are able to visit throughout the day when welcomed by the patient. However, your health and safety are important to us and we may need to limit visitors for the following reasons:

- Your need for privacy or rest.
- Need for privacy or rest by another individual in a semi-private room.
- A risk of infection to you or your visitors. Anyone who is sick or has been exposed to an infection such as chicken pox in the past three weeks should not visit.
- The number of visitors may be limited in certain areas.
- Behavior presenting a direct risk or threat to you, hospital staff or others, or disruptive to the unit.
- Any court order limiting or restraining contact.
- If you are being treated for substance abuse and your protocol includes restricted visitors.

Medical Surgical and Postpartum Units
Children visiting must be accompanied by an adult who is not the patient at all times.

Neonatal Intensive Care Unit (NICU)
Visitors are limited to four at a time. One of the visitors must be a parent or main support with an identification (ID) band.

We encourage your other children to visit. They must be accompanied by an adult at all times. For safety reasons, no other children under the age of 13 may visit. You will be asked to complete a Sibling Visitation Checklist each day your child visits.

Womancare Birth Center
Childbirth is a family event. We recognize the support that your family and friends provide during your stay. Please be aware of some safety and security concerns. These are especially important with as many people come in and out of hospital areas. Please help us to maintain a safe environment for you and your family by asking your family and friends to follow these guidelines:

Triage Area
Visitors may be limited to only one (1) support person due to limited space. Children are discouraged from visiting in triage.

Labor and Delivery Rooms
Four visitors per patient are permitted at any one (1) time.

An enhanced security procedure featuring visitor passes to gain access to the Womancare Birth Center is in use. Birth Center patients and their designated support person(s) will be issued four (4) visitor badges from the registration desk. These badges are color coded by day, and are active for a 24-hour period to gain access to the Labor and Delivery area. Badge drop-off boxes are located outside of the Labor and Delivery area. Patients and their designated support person(s) will be responsible for distributing the badges to the family and friends they wish to allow visiting.

Mother-Baby Units
The Mother-Baby units are locked units and require a badge to enter.
Accommodations
Patients, caregivers, and loved ones may decide to stay at Family House, a non-profit organization that provides convenient, affordable accommodations in a home-like environment for patients and their families who are in Pittsburgh for medical treatment. With 4 locations in the Oakland and Shadyside areas of Pittsburgh, a variety of single rooms, double rooms, and suites are available from $45* to $75 per night. For more information, or to inquire about room availability, please visit the Family House website at www.familyhouse.org or call 412-647-7777.
*Prices throughout are subject to change at any time.

Parking
Parking is available for visitors and patients in the main parking lot 24 hours a day. Enter the parking lot from Halket Street.

Payment
When leaving the hospital, pay at the parking cashier or at the automated pay stations. After the exit ticket is issued, the vehicle must exit the lot within 15 minutes.

Parking Cashiers
Main Lobby (Purple Zone):
6 a.m. to 10:30 p.m. daily
Emergency Department (Blue Zone):
10:30 p.m. to 6 a.m. daily

Automated Pay Stations
Main Lobby – First Floor
Discharge Level – Zero Level

Valet Service
Parking valet service is available Monday through Friday from 5:30 a.m. to 4:30 p.m. In addition to standard parking fees, there is an extra charge for valet service; tipping is not required.

To speed your exit when ready to leave the hospital, call the valet service from your room. Dial 412-641-2090, and then go to the Main Lobby. Valet customers pay at the Main Lobby parking cashier. If you do not call ahead, your vehicle will be brought to the Main Lobby after you present your ticket to pay.

If you leave the hospital after the valet service closes, retrieve your keys from the Main Lobby parking cashier when you pay. After 10:30 p.m., pay and retrieve your keys in the Emergency Department.

When You Leave the Hospital
For inpatients and same-day surgery patients, parking is free on the day of discharge. Drivers should pull into the Discharge level (Zero level) of the garage and park in one of the designated discharge spots. Hospital staff will provide the driver with a payment ticket to use with the parking ticket in the automatic pay station. The patient can then be discharged to the Zero Level of the hospital to the garage.

If you prefer to leave the hospital by walking out on your own, please stop at the nurse’s station to complete the discharge process. If you prefer to use our wheelchair services, your nurse can arrange this through our transport tracking system. This process may take 20 to 30 minutes.

Long-Term Stays
After 10 consecutive days, one designated family member qualifies for a discounted parking rate.

After 30 consecutive days, one designated family member is eligible for free parking. For more information, please call the parking office at 412-641-4904.
Banking
A PNC Bank machine is located in the Main Lobby, and a Citizens Bank machine is located near the cafeteria.

Mail
Mail is delivered each day. Mail sent to you at the hospital should be addressed as follows:
Magee-Womens Hospital of UPMC
300 Halket St.
Pittsburgh, PA 15213

Telephone and Television
In an effort to make your hospital stay as comfortable as possible, we provide free cable TV and local telephone service in every patient room.
Your family can call you directly on your bedside phone by dialing the number on your phone. To place a local outgoing call, dial 9 and then the number you are calling. You may want to use a calling card for toll and long distance calls.
Volume-controlled phone equipment is available to patients with hearing impairments. Please tell your nurse if you need it.

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, log on 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 Magee 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 arrange a meeting. To contact us, call 412-641-4579.
If you are calling after business hours, please leave a message and your call will be returned the following business day.

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. When hospital operators receive a Condition Help call, a rapid response team is activated to address the patient concern.
The Condition Help program provides a hotline for hospital patients and their family members to call when there is:

- An emergency and patients or loved ones can’t get the attention of hospital staff.
- A communications breakdown in how care is given.
- Uncertainty over what needs to be done.

To activate Condition Help, dial 1-4444 from any phone in the facility.

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

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

Safety
It is important to be extra careful and safety-aware 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. The phone number is 412-641-4191.

Patient Personal Property
Please leave personal property, such as jewelry, large amounts of cash, and sentimental items, at home. You may need a small amount of cash for newspapers or other small items during your stay. UPMC is not responsible for any patient valuables or other personal property brought to the hospital.

Lost and Found
To ask about a lost or found item, please call 412-641-4191.

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 Shop
The Garden View Gift Shop has a wide variety of gifts and flowers as well as a selection of greeting cards, magazines, and personal items. Car seats are also available for purchase. The Garden View Gift Shop is located on the main floor, off the lobby. The shop is open 7:30 a.m. to 8:30 p.m. weekdays and 9 a.m. to 3 p.m. weekends. It is closed on all major holidays. The phone number is 412-641-4180.

Gardens
Three gardens are available to our patients and visitors. A turtle and fish pond is located on the 1st Floor and is open to all patients and visitors 24/7. The Café Courtyard is open to all patients and visitors 24/7 and can be accessed through the Ultrasound hallway on the 1st Floor. The Womancare Birth Center (WCBC) Courtyard is available 24/7 for patients and support persons who have access to the WCBC.

Spiritual Care
Spiritual care is available to patients and their families through the Spiritual Care Department.

An Interfaith Chapel is open 24 hours a day for your use and is located on the second floor, in the Green Zone, room 2145. You may request a visit from one of us or assistance with particular spiritual needs by calling 412-641-4525. Please leave a message, and your call will be returned.

Donations to Magee
Often, a patient, family member, or friend is grateful to a doctor, nurse, or other health care professional for their compassionate, life-saving care and would like to show their appreciation or say thank you in a special way for the care they received.

Magee-Womens Foundation’s Grateful Patients, Grateful Hearts program offers you an opportunity to express your gratitude by making a heart-felt contribution. The gift can be made in honor of or in memory of someone special. Or you may choose to mark a milestone such as a special occasion, anniversary, or birthday.

Visit www.mwrif.org or call 412-641-8977 for more information about donating to Magee.

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.

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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.

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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.

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**Non-discrimination in Patient Care**

It is the policy of Magee-Womens Hospital of UPMC 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 412-641-4579.

**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](http://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.

• 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@jointcommission.org

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

  Livanta
  Attn: Review Services
  9090 Junction Drive, Suite 10
  Annapolis Junction, MD 20701
  1-866-815-5440
Questions to Ask Before I Go Home

My room number _________________________

My phone number _________________________

Nursing unit phone number _________________________

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