A GUIDE TO

Your Hospital Stay

UPMC Mercy
Welcome to UPMC Mercy and thank you for trusting us with your care.

At UPMC Mercy, we know that quality is more than state-of-the-art clinical services and advanced technology – quality is treating our patients with care and compassion, listening to their ideas, and using their feedback to improve our services. We also know that hospital stays can be stressful, so we have developed a few ways to help you feel as comfortable as possible.

During your stay, you can expect to be visited by a nurse leader, who manages all staff members on your unit. We call this nurse leader rounding. This visit will take less than 5 minutes and helps us be sure that your care needs are being met. You will also see our nurses doing bedside shift report, which is when the nurse going off duty meets with you, your support person(s), and the nurse going on duty who will start taking care of you. Please use these opportunities to ask questions and share any concerns or suggestions you may have.

You will also see a white board in your room called the communication board, which is a tool we use to help keep you updated on the important details of your care during your stay. This will list things such as your room number, diet, activities, upcoming tests, and the names of your care team members. Every day, we will also give you a printed document called My Daily Plan of Care that will list your scheduled procedures, tests and lab results, and medicines. We encourage you to share this care plan with your support person(s).

Your feedback is important to us as it guides how we care for our patients. Nurse leader rounds, bedside shift report, communication boards, and My Daily Plan of Care are ways for you to tell us about your needs and share any concerns you may have about your care.

Before you leave the hospital, you may be moved to our Discharge Unit; a comfortable, private, and welcoming space. Here, members of your care team will work with you and/or your support person(s) on your discharge instructions to ensure a smooth transition home.

After you leave the hospital, you may receive a survey through mail or email that will ask you questions about your stay. I would like to personally request that you please take a few moments to complete this survey to let us know how we did. Your input is very important in our efforts to give our patients and families the best possible experience.

I want to personally thank you for choosing UPMC Mercy and for your help and input so we can continuously improve the services we provide.

Sincerely,

John Innocenti
President, UPMC Mercy
You have access to interpretation services 24 hours a day, 7 days a week at no cost to you.

This chart includes languages commonly spoken in our community. Additional languages are available. For more information or to request language interpretation services, please ask a care team member.

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

| Language  | How do you say in [language]?
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<tr>
<td>Spanish</td>
<td>¿Habla español? Le proporcionaremos un intérprete sin costo alguno para usted.</td>
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<tr>
<td>Somali</td>
<td>Ma ku hadashaa Af Soomaali? Woxaan kuu helooyin tarjumaan bilaa laac ah.</td>
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<td>Nepali</td>
<td>तपाईंले भाषा हो? हाँ। नेपाली भाषा विशेष रुपमा उपलब्ध गराउने छ।</td>
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<td>Burmese</td>
<td>။မျင်းစားသည်မှာ ကြည့်ရှုပါ။ သင်ကြားသော အခြေခံ လိုအပ်သော စာကြောင်း သို့မဟုတ် စာအုပ်လိုအပ်သော စာမျက်နှာများကို ဖော်ပြပါ။</td>
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<td>Kirundi</td>
<td>Ibuva ikurundi? Tuzokuronsa umuntu agusigurira aita mahere ufanize.</td>
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<td>Bengali</td>
<td>আপনি কি বাংলাদেশ কথ বলেন? আমরা আপারকে প্রকল্পে সহায়তা করবো</td>
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<td>Korean</td>
<td>한국어를 사용하시나요?</td>
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<td>Russian</td>
<td>Вы говорите по-русски? Мы абсолютно бесплатно предоставим вам переводчика.</td>
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<tr>
<td>Vietnamese</td>
<td>Quốctiếng Việt không? Chúng tôi sẽ cung cấp một dịch viên miễn phí cho quý vị.</td>
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<tr>
<td>Uzbek</td>
<td>Siz O’zbek tilli da gaplashasizmi? Biz bepul tarzda sizga tarjimon beramiz.</td>
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<tr>
<td>Italian</td>
<td>Parla italiano? Le forniremo gratuitamente un interprete.</td>
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<td>American Sign Language (ASL)</td>
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• **Review your care plan.** Each day you will receive a printed document called *My Daily Plan of Care*. It has information about your care in the hospital such as diet, tests, and laboratory results. Please ask your nurse if you do not receive the document.

• **Talk to your health care team.** Feel free to ask questions or have something explained if you do not understand. We encourage you to take notes and include your support person(s) to help you make important decisions.

• **Know your medicines.** Do not take any of your personal medicines unless your doctor or nurse tells you it is okay. You should give them to someone to hold for you. Before you leave, you should know the names of your medicines, the reason you need to take them, and possible side effects.

• **Control your pain.** We want you to be as comfortable as possible. Let us know as soon as you start to feel pain. If you get pain relief before the pain becomes bad, it takes less medicine to make you feel better.

• **Get your rest.** Rest is an important part of the healing process. Earplugs are available to help reduce noise. Please ask a member of your care team.

• **Prevent infections.** The most important step in preventing the spread of germs and infection is **handwashing**. When washing, rub your hands together vigorously. It’s OK to ask anyone who enters your room if they have washed their hands! Try not to touch medical devices and minimize clutter in your room so surfaces can be cleaned.

• **Be a partner in your care.** Devices that go inside your body, such as a catheter in your bladder or an IV in your arm or neck, may be a source of infection if left in longer than necessary. It’s OK to ask a care team member when they can be removed.

• **Be aware of fall risks.** There are many reasons people feel unsteady when getting out of bed or walking by themselves. As needed, ask for help before getting up. Non-slip socks are also available. Ask your nurse.

• **Stay active.** An important part of feeling better is getting out of bed and moving. Talk with your care team about safely getting out of bed.

• **Protect yourself and others by not smoking.** Smoking is not allowed on UPMC property. This includes hospitals, facilities, and grounds, including parking lots, garages, and other outdoor locations such as UPMC-owned sidewalks.

For a full library of health education materials, go to [UPMC.com/HealthLibrary](http://UPMC.com/HealthLibrary).
Condition Help is a patient safety hotline that patients and support persons can call when there is:

- An emergency when patients or support persons cannot get the attention of hospital staff
- A communication breakdown with the care team in how care is given
- Uncertainty over what needs to be done

To activate Condition Help, dial **111** from a hospital phone or **412-232-8111** from any phone and a rapid response team will be sent to your room.

SAFETY AND SECURITY

We want to keep all of our patients, support persons, and staff safe. Our Security Department is available 24 hours a day, 7 days a week. To contact Security, please call **412-232-7998**.

**Patient Personal Property**

Please leave personal property at home or with a support person. If that is not possible, please tell your nurse. UPMC is not responsible for any patient valuables or other personal property brought to the hospital. Do not bring in or use appliances that plug into wall outlets (fans, radios, televisions, heating pads, or blankets). Most battery-powered devices are allowed. Please check with your nurse.

**Video and Photography**

UPMC reserves the right to prohibit, for any reason, personal photography or video or audio recording by a patient, a patient’s family member, or a patient’s visitor. Photographing, filming, or recording another patient, or a UPMC staff member, without that person’s consent is never permitted. Violations may result in confiscation of the photograph or recording, and/or requiring the person violating the policy to leave the UPMC hospital. Photographing or filming the birth of a baby may be permitted, subject to appropriate limitations, when all parties have given their consent.

**Security Escort Service**

Security is available to walk you to your car after hours. For an escort, please ask a staff member to contact Security.

**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 medicines or supplements not prescribed by your doctor, as well as weapons, illegal substances, or other items considered unsafe for the care environment.
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<td>22! The Point</td>
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<td>WPXI Live</td>
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<td>34</td>
<td>Fox News</td>
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AMENITIES AT UPMC MERCY

ATM
There are two 24 hour PNC® ATMs located on the 2nd floor. One is down the hall from the cafeteria and the second one is near the Information Desk at the end of the bridge that connects to the parking garage.

Dining
Diet plays an important role in your recovery, and we want to make sure you have the best diet to fit your needs and physical condition. Each day, a team member from Nutrition Services will visit you or call to take your menu choices. Nutrition Services: 412-232-7555; Dietitian: 412-232-7534

Cafeteria
The cafeteria is located on the 2nd floor near the yellow elevators. It is open Monday through Friday from 6 to 9:45 a.m. and 10:30 a.m. to 7:30 p.m.; Saturday and Sunday from 6 a.m. to 7 p.m.

Guest Trays
Guest trays are available for support persons. Please have them ask the host or hostess for a guest tray when they visit or call you to take your order. Payment for the guest tray is due upon order. To reach Nutrition Services, please call 412-232-7555.

The 1847 Café
The 1847 Café is located on the ground floor across from the parking garage. It serves Starbucks® beverages and a large variety of pastries, muffins, donuts, and more. It is open Monday through Friday from 6 a.m. to 3 p.m.

UPMC Mercy SnackCenter
The UPMC Mercy SnackCenter is located on the 2nd floor, next to the main entrance of the cafeteria. It is cashless and only accepts credit and debit cards. It is open 24/7.

Vending Machines
Vending machines are located at the UPMC Mercy SnackCenter and in other locations throughout the hospital.

Gift Shop
The Seven Sisters Gift Shop is located on the ground floor near the main entrance of the hospital (by the revolving doors). The gift shop has a great selection of snacks, cards, reading materials, gifts, toiletries, balloons, and fresh and silk floral arrangements available to brighten a patient’s room. It is open Monday through Friday from 7:30 a.m. to 7 p.m., and Saturday and Sunday from 11 a.m. to 5 p.m. Holidays hours vary.

Wireless Devices and Internet Access
We offer free wireless Internet access for all patients and support persons. To connect, follow these 3 easy steps:
1. Go to “Wi-Fi” or “Network Connections” on your mobile device.
2. Choose “UPMC Guest”.
3. Press “accept” to verify that you have read and accepted the Acceptable Use Policy.
Please read and follow all signs posted in the hospital about restrictions on the use of cell phones, computers, and other wireless devices.

Rx Express
You may be able to receive your prescribed medicines before you leave the hospital. Ask a care team member to learn more.
The UPMC Disabilities Resource Center (DRC) makes sure that health care is accessible to people with disabilities, including those who are deaf, hard of hearing, blind, low vision, or with mobility, speech, intellectual, cognitive, or behavioral disabilities. We offer accessibility, communication, and hearing assistance resources. Please let a staff member know of your needs.

Service Animals
Service animals as defined by the Americans with Disabilities Act, 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, another person must be designated to do so. UPMC staff are not required to care for service animals.

For more information, visit UPMC.com/DRC or call 412-605-1483.

SPIRITUAL CARE

As a faith-based hospital, we offer Spiritual Care to meet the needs of all persons of faith. We know that your faith can be a great source of healing and comfort during your hospital stay. We offer spiritual support to patients and their support persons by identifying the spiritual and emotional needs of all who desire our services.

We are here to:
• Offer prayer, religious services, rituals, and sacraments
• Respond to crisis and emergency situations
• Assist patients and support persons to contact their clergy, spiritual advisor, or faith community
• Offer scripture and devotional items from different faith traditions

Holy Family Chapel is located on the 1st floor and is open for meditation and prayer 24 hours a day, 7 days a week.

To place a request for Spiritual Care, please call 412-232-8198.

Our Mission
Mercy. Compassionate, Quality Care and Reverence for All.

Our Vision
UPMC Mercy in partnership with the Catholic Church will be a transforming and healing presence in the Pittsburgh Region. Our health care providers and valued associates will deliver clinical and service excellence with an unwavering commitment to everyone we serve, especially those who are poor and vulnerable.

Through our efforts, we will create healthier communities with enhanced access to care by providing a continuum of health care services, professional and community education, and tireless service to all.
Doctors (Including Fellows, Residents, Intensivists, and Hospitalists)
Doctors (MD or DO) diagnose, prescribe treatment, and are responsible for all aspects of patient care. They also supervise and train members of the care team. Doctors will consult with a specialist if needed.

Advanced Practice Providers (Nurse Practitioners and Physician Assistants)
Advanced practice providers may include nurse practitioners, physician assistants, and others who support the work of your doctors by helping them treat patients, perform procedures, and document your care. They may accompany your doctor or see you separately.

Nurse Leaders (Unit Directors and Clinicians)
Unit directors manage the unit and staff. Clinicians assist the manager with their responsibilities.

Registered Nurses and Licensed Practical Nurses (RNs and LPNs)
Nurses provide care while working closely with your doctor(s). Care includes your physical care as well as giving and teaching you about your medicines, illness or procedure, and what you need to go home and stay well.

Patient Care Technicians (PCTs) and Nursing Assistants (NAs)
Patient care technicians and nursing assistants provide your physical care. They help you to the bathroom, take your blood pressure, temperature, and pulse, and draw blood, along with other care you may need.

Visiting Information
Visits from others is an important part of your recovery. We call visitors support persons, who have specific and important duties. The support person communicates with the care team, participates in bedside shift report, reviews the communication board, participates in discharge planning, and communicates to other family members and friends.
Support persons may include but are not limited to a spouse, domestic partner, family member, or friend. You can also change your mind about who you wish to visit you at any time.
Please ask a care team member about the current visiting hours and guidelines or go to the visitor information webpage at UPMC Mercy.com.

Patient Relations
Our Patient Relations coordinators are available to assist with any questions you may have about your care. If you are unable to resolve your concerns with your health care team, we can help. To contact Patient Relations, please call 412-232-7204.