A GUIDE TO

Your Hospital Stay

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

At UPMC Presbyterian, 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 persons, and the nurse coming 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 persons.

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.

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 support persons the best possible experience.

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

Sincerely,

Sandy Rader
President, UPMC Presbyterian
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.

<table>
<thead>
<tr>
<th>Language</th>
<th>Translation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish</td>
<td>¿Habla español? Le proporcionaremos un intérprete sin costo alguno para usted.</td>
</tr>
<tr>
<td>Nepali</td>
<td>तपाईं नेपाली बोल्नुहोस्? हाँ, नेपाली लागि लिङ्क रुपमा दोभाने उपलब्ध गराउँछ।</td>
</tr>
<tr>
<td>Arabic</td>
<td>هل تتحدث اللغة العربية؟ سوف نوفر لك مترجمًا أردنيًا بدون أي نفقة علية.</td>
</tr>
<tr>
<td>Mandarin</td>
<td>您讲国语吗？我们将免费为您提供翻译。</td>
</tr>
<tr>
<td>Swahili</td>
<td>Je, unazungumza Kiswahili? Tutakupatia mkalimani bila gharama yoyote kwako.</td>
</tr>
<tr>
<td>Russian</td>
<td>Вы говорите по-русски? Мы абсолютно бесплатно предоставим вам переводчика.</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>Quý vị nói được tiếng Việt không? Chúng tôi sẽ cung cấp một thông dịch viên miễn phí cho quý vị.</td>
</tr>
<tr>
<td>Uzbek</td>
<td>Siz O'zbek tili da gaplashasizmi? Biz bepul tarzda siga tarjimon beramiz.</td>
</tr>
</tbody>
</table>

**Upmc Life Changing Medicine**

**Cyracom**

Language Solutions
• **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 412-647-3131 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 412-647-3191.

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 escort services are available to walk you to your car after hours. If you want an escort, please call 412-647-3191.

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.
Television service is provided free for our patients.

2  C-SPAN
3  UPMC Welcome
5  WPCB (Cornerstone TV)
6  KDKA (CBS)
7  WPGH (FOX)
8  WTAE (ABC)
9  WQED (PBS)
10 WPMY-22 (My TV)
12 WPXI (NBC)
14 Municipal Services
15 WPCW (CW)
16 The Weather Channel (TWC)
19 WGN
20 QVC
23 TBS
24 MTV
25 USA Network
26 Nickelodeon
27 ESPN
28 ESPN2
29 AT&T Sports
30 ACC Sports
31 Golf
32 CNN
33 CNN Headline News
34 FOX News Channel
36 CNBC
37 TLC
38 Freeform
39 Cartoon Network
40 Disney Channel
41 A&E
42 Lifetime
43 MSNBC
44 VH1
45 E!
46 History
47 AMC
48 PCN
49 Food Network
50 Animal Planet
51 HGTV
52 TNT
53 ION
54 Comedy Central
55 FX
56 BET
57 TV Land
58 Travel
59 FS1
60 Hallmark Channel
61 Discovery Channel
65 Channel Listing
96 C.A.R.E. Channel (Relaxation)
97 C.A.R.E. Channel (Guided Imagery)
99 UPMC Special Message
133 HDMI 1 (LG TVs)
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.

UPMC Presbyterian – Nutrition Services will visit you to take your order.

UPMC Montefiore – Call 412-864-1800 to order your meals and select your preferred delivery time.

Guest Trays
Guest trays are available for support persons. Please have them ask the host or hostess for a guest tray when they come to take your order. Payment for the guest tray is due upon order.

Cafeteria
The cafeteria is located on the 11th floor. Open 6:30 a.m. to 12 a.m. daily.

Starbucks®
Located on the 1st floor near the gift shop. Open Monday through Friday: 6 a.m. to 8 p.m.; Saturday and Sunday: 6 a.m. to 2:30 p.m.

Market C at UPMC Presbyterian
Located on the 11th floor outside of the cafeteria. Open 24 hours a day, 7 days a week.

Market C at UPMC Montefiore
Located on the 4th floor outside of the cafeteria. Open 24 hours a day, 7 days a week.

Brick Side Eatery
Located on the 7th floor of UPMC Montefiore behind the gift shop. Open Monday through Friday: 10:30 a.m. to 7 p.m.; Saturday and Sunday: 10:30 a.m. to 5 p.m.

Vending Machines
Located in the 1st floor lobby of the Biomedical Science Tower.

LHAS Presbyterian Floral and Gift Shop
This gift shop is located on the ground floor lobby. Open Monday through Friday: 9 a.m. to 6 p.m.; Saturday: 10 a.m. to 4 p.m.; Sunday: Closed

The Windows on Seventh Gift Shop
This gift shop is located on the 7th floor of UPMC Montefiore near the main lobby. Open Monday through Friday: 9 a.m. to 5 p.m.; Saturday: 10 a.m. to 2 p.m.; Sunday: Closed

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 laptop or mobile device.
2. Choose “UPMC Guest” to connect.
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.

RxExpress
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 or have low vision, or those 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**

Spiritual Care is available to persons of all faiths. We know that your faith can be a great source of healing and comfort during your 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 families to contact their clergy, spiritual advisor, or faith community
• Offer scripture and devotional items from different faith traditions

To place a request for Spiritual Care, please call 412-647-7560.

**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. Please call 412-647-7615.

**PARKING VALIDATION**

To have your parking ticket validated, go to the Information Desk in UPMC Presbyterian’s main lobby or UPMC Montefiore’s 7th floor main lobby.

• Patients receive free parking on the day they leave the hospital.
• Patients in the Emergency Department (ED) can receive free parking by requesting a validation sticker from the ED security officer.
• Patients who park in a UPMC garage are eligible for a flat parking rate for up to 24 hours.
• Support persons who park in a UPMC garage for 7 to 24 hours are eligible for a flat parking rate.
• Support persons of patients who are hospitalized for more than 10 consecutive days qualify for a discounted parking rate.

For more information, call 412-647-3194 or visit UPMC.com/Presbyterian.
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, Physician Assistants, etc.)
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, draw blood, along with other care you may need.

VISITING INFORMATION
Visits from your family members and loved ones are important for 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.com/Presbyterian.

Patient Identification Number (PIN)
To make sure we give you updates and information in an organized way, we ask that 1 support person be responsible for calling and receiving updates about the patient’s condition. This person will be given a 4-digit pin number that will be needed to get information about the patient. This helps protect patient privacy.
### IMPORTANT PHONE NUMBERS

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admissions, Patient Access, and Registration</td>
<td>412-647-3628</td>
</tr>
<tr>
<td>Billing</td>
<td>1-844-591-5949</td>
</tr>
<tr>
<td>Condition Help</td>
<td>412-647-3131</td>
</tr>
<tr>
<td>Gift Shop</td>
<td>412-647-3181</td>
</tr>
<tr>
<td>Hearing Assistance</td>
<td>412-647-7615</td>
</tr>
<tr>
<td>Language Interpretation Services</td>
<td>412-648-6262</td>
</tr>
<tr>
<td>Medical Records</td>
<td>412-647-0357</td>
</tr>
<tr>
<td>Nutrition Services</td>
<td>412-647-8001</td>
</tr>
<tr>
<td>Parking Operations</td>
<td>412-647-3194</td>
</tr>
<tr>
<td>Patient Relations</td>
<td>412-647-7615</td>
</tr>
<tr>
<td>Security</td>
<td>412-647-3191</td>
</tr>
<tr>
<td>Spiritual Care</td>
<td>412-647-7560</td>
</tr>
<tr>
<td>Volunteer Services</td>
<td>412-648-6105</td>
</tr>
</tbody>
</table>

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.