A Guide to Your Hospital Stay
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

You have access to interpretation services 24/7 at no personal cost to you. This chart includes languages commonly spoken in our community. Additional languages are available.

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

<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>Somali</td>
<td>Ma ku hadashaa Af Soomaali? Waxaan kuu helaynaa tarjumaan bilaal lacag ah.</td>
</tr>
<tr>
<td>Nepali</td>
<td>तपाईं नेपाली बोल्नुहुन्छ? हामी तपाईको लागि लिखि सहितक रूपमा दोशाखे उपलब्ध गराउने छ।</td>
</tr>
<tr>
<td>Burmese</td>
<td>ဘာသာစကားလေ့လာတယ်? ကိုယ်တိုင်းကို ဖြေစာချက်တစ်ခုဖြင့် သိန်းကြသော စကားလေ့လာတယ်။</td>
</tr>
<tr>
<td>Kirundi</td>
<td>Uvuga ikirundi? Tuzokuronsa umuntu agusigurira ata mahera utanse.</td>
</tr>
<tr>
<td>Bengali</td>
<td>আপনি কি বাংলা ভাষা বলেন? আমরা আপনাকে একজন পোলোডিয়া (ইংরেজিতে) দেখার জন্য আপনার বাংলা ভাষায় অতীত করতে চান না।</td>
</tr>
<tr>
<td>Korean</td>
<td>한국어를 사용하십니까? 무료로 통역 서비스를 제공해 드리겠습니다.</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-русский? Мы абсолютно бесплатно предоставим вам переводчика.</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>Quy vjm dl dp; tiengan khng? Chng t s cung cp mt thng dch vi mn phi cho quy vj.</td>
</tr>
<tr>
<td>Barbadian</td>
<td>Mbs wvuga ikirwawnda? Tuzahu umumuzi utyishyurira wowe ubwawe.</td>
</tr>
<tr>
<td>Italian</td>
<td>Parla italiano? Le forniremo gratuitamente un interprete.</td>
</tr>
<tr>
<td>Uzbar</td>
<td>Siz O’zbek tilli da gaplashisizmi? Biz bepul tarzda sizga tarjimon beramiz.</td>
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<tr>
<td>American Sign Language (ASL)</td>
<td></td>
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<td>3</td>
<td>Your Hospital Stay</td>
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<td>ION</td>
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<td>5</td>
<td>WPCB (Cornerstone TV)</td>
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<td>6</td>
<td>KDKA (CBS)</td>
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<td>7</td>
<td>WPGH (FOX)</td>
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<td>8</td>
<td>WTAE (ABC)</td>
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<td>WQED (PBS)</td>
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<td>15</td>
<td>WPCW (CW)</td>
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<td>WGN</td>
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<td>20</td>
<td>QVC</td>
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<td>23</td>
<td>TBS</td>
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<td>MTV</td>
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<tr>
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**Special programming for our patients:**

- 95 UPMC Patient Education Channel
- 96 C.A.R.E. Channel (relaxation)
- 97 C.A.R.E. Channel (guided imagery)
- 99 UPMC Special Message
Welcome Letter from John Innocenti, President

Dear Patient:

Welcome to UPMC Presbyterian. At UPMC, 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. In this spirit, I wanted to share with you three ways that we solicit your input.

**Patient Relations:** While I hope that every encounter you have while you are at UPMC Presbyterian will be superior, if you want to address a problem or concern at any time, please call our Patient Relations Department at **412-647-7615**. Our Patient Relations staff is available to assist you Monday through Friday from 7 a.m. to 7 p.m. and Saturday from 8 a.m. to 4:30 p.m.

**Above & Beyond:** To promote excellence among our staff, we have created the Above & Beyond program to recognize staff who go the extra mile. If you’ve had an exceptional experience and want an employee or unit to be recognized for outstanding service, please take a moment to fill out an Above & Beyond form. The forms are located in wall-mounted boxes on each unit and throughout the hospital. We post the cards to recognize the employees and units and to inspire others.

**Patient Survey:** After your discharge, we may mail or email a short and completely confidential survey to you. Your feedback will help us to improve our services. If you have any questions about the survey process, please call Patient Relations at **412-647-7615**.

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

John Innocenti
President
UPMC Presbyterian Shadyside
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For More Information
If you have any questions about our services, please call the operator at 412-647-2345 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:

**Acting Interns** are senior level medical students with the responsibility of an intern.

**Attending Physicians** are the senior doctors on the team who supervise the residents and interns taking care of you.

**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 doctor (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 make sure that every patient room is kept clean at all times. If you have any special requests, please feel free to contact Housekeeping directly.

**Intern Physicians** are the junior doctors on the team who are responsible for the day-to-day management of your care.

**Medical Students** are 3rd and 4th year medical students who observe your progress but do not contribute to your care.

**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.

**Resident Physicians** have a medical degree, are doing postgraduate studies in a medical specialty, and contribute to your care.

**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.

**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, contact Patient Relations at 412-647-7615.

**Language Interpretation Services**

Language interpreter services are available to patients and their families at no cost. To request an interpreter, please ask your caregiver. For information, contact the International Patient Relations Center by phone at 412-648-6262, by email at internationalcenter@upmc.edu, or on the Web at InternationalPatients.UPMC.com. To request an interpreter after normal business hours, dial 412-647-2345 and ask the hospital operator to page the international liaison on call at pager number 6666.

**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 Presbyterian and UPMC Montefiore make sure 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.
- Level access to the 1st floor, with elevator access to all other floors.

**Meals**

The cafeterias are open to visitors. Patients may dine in the cafeterias with their doctors’ permission. The UPMC Presbyterian cafeteria, 11th floor, is open daily from 6:30 a.m. to 2:30 a.m. For the daily menu recording, call 412-647-4EAT (4328). The UPMC Montefiore cafeteria, 4th floor, is open weekdays from 6:30 a.m. to 2 p.m.

The Café on Seventh, sponsored by the Ladies Hospital Aid Society (LHAS), is located at UPMC Montefiore, 7 Main, off the lobby near the main elevators. Hours are weekdays from 10:30 a.m. to 7:15 p.m.

The LHAS Café Express at UPMC Montefiore is located in the lobby on 7 Main and serves Starbucks® coffee. Hours are weekdays, 6 a.m. to 2 p.m. and weekends, 6:30 a.m. to 2:30 p.m. Starbucks® is located on the 1st floor of UPMC Presbyterian near the PNC Bank. Hours are Monday through Friday from 6:30 a.m. to 8 p.m., and Saturday through Sunday from 6 a.m. to 2:30 p.m.

You or your visitor may request that a guest tray be delivered to your room. You will be charged for this service. To place an order, contact your nurse. In addition to traditional patient meals, kosher patient meals are available for breakfast, lunch, and dinner. To order kosher meals, ask your nurse or call 412-647-8001 and press option 1.
Visiting Information

UPMC Presbyterian and UPMC Montefiore allow 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 1 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 Presbyterian and UPMC Montefiore will follow the Visitation Policy to establish support person status.

UPMC Presbyterian and UPMC Montefiore may impose reasonable clinically necessary restriction or limitation on visitation based on the following:

- Any court order limiting or restraining contact.
- 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.

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 1 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 at 412-647-2345.
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 Garages: UPMC Presbyterian and Falk Medical Building
Self-Parking:
- Presbyterian Garage: On Lothrop Street, past UPMC Presbyterian’s main driveway, 2nd entrance on left. Open 24 hours a day.

Valet Service:
- UPMC Presbyterian: In UPMC Presbyterian’s main driveway off Lothrop Street. Weekdays: 5 a.m. to 8 p.m. Weekends and Holidays: 6 a.m. to 7 p.m. No tips accepted. When using a GPS, please use 202 Lothrop St., Pittsburgh PA, 15213, as the address.
- Falk Medical Building: In Falk’s rear driveway off Lothrop Street. Weekdays, 6 a.m. to 6 p.m. After 6 p.m., retrieve vehicle from the valet service at the UPMC Presbyterian main driveway. No tips accepted.

Parking Garages: UPMC Montefiore And Kaufmann Medical Building
Self-Parking:
- UPMC Montefiore Garage: Near hospital’s main entrance on Buffalo Street. When using a GPS, please use 1 Buffalo St., Pittsburgh PA, 15213, as the address. Open 24 hours a day.
- Ambulatory Level 6, 259 Darragh St. Opens at 4 a.m.
- Kaufmann Garage: On Fifth Avenue just past Darragh Street. When using a GPS, please use 3471 Fifth Ave., Pittsburgh PA, 15213, as the address. Open 24 hours a day.

Valet Service:
- UPMC Montefiore: At the hospital’s main entrance on Buffalo Street. Weekdays, 6 a.m. to 6 p.m. No tips accepted.

Validated Parking
Discounted rates are available if you park from 4 to 24 hours in a row. To have your parking ticket validated, go to either the Information Desk at UPMC Presbyterian’s Main Lobby or to UPMC Montefiore’s 7 Main Lobby. Reduced parking rates may be available from hospital departments and doctors’ offices. Free parking is offered the day of surgery and the day you leave the hospital (are discharged). At office visits, ask if the receptionist can validate your parking.

Long-Term Stays
Family members of a patient hospitalized 10 days in a row or longer may qualify for a discount parking rate starting on the 11th day. The patient or the family should contact Parking Operations before the 11th day of your loved one’s hospital stay. Call 412-647-3194.
Discounted Parking
Discount parking rates may be available to patients and their families who meet the limited income guidelines of the federal government. Proof of income is required. For details, call Parking Operations at 412-647-3194.

Escort Service
On request, UPMC Security will provide evening escort service from the hospital to your vehicle parked in the hospital parking garages. To request an escort, call 412-647-3191, or see the guard at UPMC Presbyterian’s main lobby entrance.

Banking
Bank machines are located in the following areas:

UBMC Montefiore:
- 7 Main lobby

UBMC Presbyterian:
- PNC Bank (full service bank) on the 1st floor near Starbucks®
- Citizens Bank ATM on the 11th floor near the cafeteria

Mail
Mail is delivered each weekday, usually in the early afternoon. If mail for you arrives after you leave the hospital, we will forward it to your home address. Mail sent to you at the hospital should be addressed as follows:

Patient’s full name and room number
UBMC Montefiore or UPMC Presbyterian
200 Lothrop St. Pittsburgh, PA 15213-2582

Pharmacy
The UPMC Presbyterian Prescription Shop can fill prescriptions you are given at the time of your discharge from the hospital. You can have your prescriptions delivered to your room before you leave. You can pay by cash, credit card, or check. Please ask your nurse or health care provider for details about this program, or call us at 412-864-0900.

Telephone and Television
UPMC Presbyterian and UPMC Montefiore provide telephone and television service at no charge to patients.

Phone Calls
To reach phone numbers within the hospital (exchanges 647-, 648-, 692-, and 802-), dial the entire 7-digit phone number. To dial phone numbers outside the hospital, dial 9 + area code + 7-digit phone number. To place long-distance or toll calls, dial 9 + 1 + area code + 7-digit phone number.

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. Special channels for patients include channel 95, which airs patient education videos. Channels 96 and 97 are the C.A.R.E. channels, designed to help people with stress and anxiety in the hospital. Stress can slow healing, increase the chance of getting an infection, and make pain feel worse. Channel 96 provides nature images and music created specially to reduce stress and anxiety and help you sleep at night. Channel 97 offers guided imagery hourly to help you relax. Channel 99,
the Patient Message Channel, gives you general information about UPMC’s Oakland hospitals. It also will show you important messages, such as what to do in the event of a local emergency.

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.

**Video: What to Expect During Your Hospital Stay**

A short 10-minute video plays continuously on Channel 3 to help patients and their families gain a better understanding of what to expect during their hospital stay. It includes information about the valuable role that patients and families play in receiving safe, quality, comfortable care at UPMC Presbyterian and UPMC Montefiore. The video opens with a welcome message from hospital president John Innocenti and covers information about the hospital environment, communicating with your caregivers, medicine administration, pain management, discharge planning, and more. This information channel is available on all patient televisions, as well as in our family lounges.

**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 UPMC Presbyterian 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 412-647-7615, Monday to Friday from 7 a.m. to 7 p.m., and Saturday 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.

**For Families and Friends**

To assist families and friends of patients coming to the Oakland campus facilities, we have prepared a visitors guide. This booklet has information about lodging, food services, transportation, entertainment, and places of worship in and near Oakland. You can request a copy from Patient Relations at 412-647-7615.

**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 412-647-3131 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. Hospital policies and procedures are in place 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.

UPMC Montefiore Security 412-648-2555
UPMC Presbyterian Security 412-647-3191

**Patient Personal Property**

Please leave personal property, such as jewelry, large amounts of cash, and sentimental items, at home. You will 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. To deposit valuables in a safe deposit box, please call Security. At UPMC Montefiore, dial 412-648-2555. At UPMC Presbyterian, dial 412-647-3191.

**Lost and Found**

The lost and found service is operated by our Transportation Department. To ask about a lost or found item, please call 412-647-3636.
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 6 feet of medical equipment in patient care areas.

**Gift Shops**
Windows on Seventh, sponsored by the Ladies Hospital Aid Society (LHAS), is a large shop with a wide variety of gifts and flowers and a selection of greetings cards, magazines, and personal items. It is located at UPMC Montefiore, 7 Main, off the lobby, and is open Monday through Friday from 9 a.m. to 5 p.m. It is closed on the weekends. The phone number is 412-648-6107. The fax number is 412-647-6473.

Presby Gifts is located at UPMC Presbyterian on the 1st floor and is open Monday to Friday from 9 a.m. to 5 p.m., Saturday from 1 to 4 p.m., and closed Sunday. The shop carries cards, gifts, magazines, and personal items. The phone number is 412-647-3181.

Gardens
All patients and families are welcome to enjoy our 2 rooftop gardens. The Spinola Garden is a beautiful balcony off Unit 3E on UPMC Presbyterian’s 3rd floor. It features patio furniture with umbrella tables and flowering planters. Patients on heart monitors can be monitored in this garden. Ask the staff at the Unit 3E nurses station for directions and hours. The Blair Crawford Courtyard Garden, at UPMC Montefiore off the 7 Main lobby, features flower beds, an outdoor gazebo, and a heated solarium for all seasons. The garden is accessible for wheelchairs and hospital beds, and is open every day from 8 a.m. to 9 p.m.

Spiritual Care
Chaplains of various faiths are available during the daytime, 7 days a week, if you would like to arrange for a visit. Chaplains provide nighttime coverage for emergency situations. Your own clergy are welcome to visit you at any time. An interfaith chapel is located at UPMC Presbyterian, 11th floor, and a meditation room is located at UPMC Montefiore, 7 Main Lobby. Both are open 24 hours a day. Worship services are held regularly. To request a visit from a chaplain or to check the schedule for worship services, please call Spiritual Care at 412-647-7560.
**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.

- **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](http://UPMC.com) for a full health library of education materials to support your health and wellness. Go to [UPMC.com/HealthLibrary](http://UPMC.com/HealthLibrary) 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 Presbyterian 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 412-647-7615.

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.

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 St.
Harrisburg, PA 17120

- You may also contact The Joint Commission, a hospital accreditation organization:
  > At www.jointcommission.org, using the “Report a Patient Safety Event” link in the Action Center on the home page
  > By fax to 630-792-5636
  > By mail to:

  The Joint Commission
  Office of Quality and Patient Safety
  One Renaissance Boulevard
  Oakbrook Terrace, IL 60181

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

  Livanta
  BFCC-QIO
  ATN: Review Services
  9090 Junction Drive Suite 10
  Annapolis Junction, MD 20701
  1-866-815-5440
Notes