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 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.

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>Interpretation</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 मेमालो बोल्नुहुन्छ? हामी तपाईंको लागि लिब्रक्रू पुमा दोसापे उपलब्ध गराउने हो।</td>
</tr>
<tr>
<td>Arabic</td>
<td>هل تتحدث اللغة العربية؟ سوف نوفر لك مترجمًاً فوريًاً بدون أي تكلفة على إياك.</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, unzungumza Kiswahili? Tutakupatia mkali kama 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>Quy v∫ nhi¢t ti¢ng Viet khong? Ch∞ng toï s¢ cung d¢p m¢ng d©c viïn mi©n phï cho quy v∫.</td>
</tr>
<tr>
<td>Somali</td>
<td>Ma ku hadashaa Af Soomaali? Waxaan kuu helaynna tarjumaan bilaab lacag ah.</td>
</tr>
<tr>
<td>Burmese</td>
<td>ကြက်စာမှာ တရားဝင်အချိန်များတွင် ကျွန်ုပ်ကို အသုံးပြုနိုင်စေမည်။</td>
</tr>
<tr>
<td>Kirundi</td>
<td>Uvuga ikirundi? Tuzokuronza umuntu agusigurira ata mahera utanze.</td>
</tr>
<tr>
<td>Bengali</td>
<td>আপনি কি বাংলা কথা বলেন? আমরা আপনাকে একজন (ইন্টারনেট) দের জন্য আপনার বার্তা তুলবে অর্থাৎ করতে হবে না।</td>
</tr>
<tr>
<td>Korean</td>
<td>한국어를 사용하시는가? 무료로 통역 서비스를 제공해 드리겠습니다.</td>
</tr>
<tr>
<td>Kinyarwanda</td>
<td>Mbese uvuga ikinyarwanda? Tuzaguha umumuzi ubityyurira wowe ubwawe.</td>
</tr>
<tr>
<td>Italian</td>
<td>Parla italiano? Le forniremo gratuitamente un interprete.</td>
</tr>
</tbody>
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**American Sign Language (ASL)**

(Chart includes additional languages and their corresponding interpretation services.)
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<tr>
<th></th>
<th>Channel Name</th>
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</thead>
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<tr>
<td>2</td>
<td>C-SPAN</td>
</tr>
<tr>
<td>3</td>
<td>UPMC St. Margaret Welcome Channel *</td>
</tr>
<tr>
<td>4</td>
<td>ION Television</td>
</tr>
<tr>
<td>5</td>
<td>Patient Education Channel</td>
</tr>
<tr>
<td>6</td>
<td>CBS – KDKA</td>
</tr>
<tr>
<td>7</td>
<td>FOX – WPGH</td>
</tr>
<tr>
<td>8</td>
<td>ABC – WTAE</td>
</tr>
<tr>
<td>9</td>
<td>PBS – WQED</td>
</tr>
<tr>
<td>10</td>
<td>My Pittsburgh TV – WPMY</td>
</tr>
<tr>
<td>11</td>
<td>C.A.R.E. Channel</td>
</tr>
<tr>
<td>12</td>
<td>This program is made possible by The St. Margaret Foundation</td>
</tr>
<tr>
<td>13</td>
<td>NBC – WPXI</td>
</tr>
<tr>
<td>14</td>
<td>City Channel Pittsburgh</td>
</tr>
<tr>
<td>15</td>
<td>Music Channel – WLTJ (92.9 FM)</td>
</tr>
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<td>16</td>
<td>Pittsburgh’s CW – WPCW</td>
</tr>
<tr>
<td>17</td>
<td>The Weather Channel</td>
</tr>
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<td>18</td>
<td>Pain Management Education</td>
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<tr>
<td>19</td>
<td>QVC</td>
</tr>
<tr>
<td>20</td>
<td>UPMC St. Margaret Chapel Channel</td>
</tr>
<tr>
<td>21</td>
<td>TBS</td>
</tr>
<tr>
<td>22</td>
<td>MTV</td>
</tr>
<tr>
<td>23</td>
<td>USA Network</td>
</tr>
<tr>
<td>24</td>
<td>NICK</td>
</tr>
<tr>
<td>25</td>
<td>ESPN</td>
</tr>
<tr>
<td>26</td>
<td>ESPN 2</td>
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<tr>
<td>27</td>
<td>ROOT Sports</td>
</tr>
<tr>
<td>28</td>
<td>NBC Sports</td>
</tr>
<tr>
<td>29</td>
<td>Golf Channel</td>
</tr>
<tr>
<td>30</td>
<td>CNN</td>
</tr>
<tr>
<td>31</td>
<td>HLN</td>
</tr>
<tr>
<td>32</td>
<td>Fox News</td>
</tr>
<tr>
<td>33</td>
<td>PCNC</td>
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<td>34</td>
<td>CNBC</td>
</tr>
<tr>
<td>35</td>
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</tr>
<tr>
<td>36</td>
<td>ABC Family</td>
</tr>
<tr>
<td>37</td>
<td>Cartoon Network</td>
</tr>
<tr>
<td>38</td>
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</tr>
<tr>
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<td>40</td>
<td>Lifetime</td>
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<td>SPIKE TV</td>
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<td>42</td>
<td>VH1</td>
</tr>
<tr>
<td>43</td>
<td>E!</td>
</tr>
<tr>
<td>44</td>
<td>History</td>
</tr>
<tr>
<td>45</td>
<td>AMC</td>
</tr>
<tr>
<td>46</td>
<td>PCN</td>
</tr>
<tr>
<td>47</td>
<td>Food Network</td>
</tr>
<tr>
<td>48</td>
<td>Animal Planet</td>
</tr>
<tr>
<td>49</td>
<td>HG TV</td>
</tr>
<tr>
<td>50</td>
<td>TNT</td>
</tr>
<tr>
<td>51</td>
<td>Turner Classic Movies</td>
</tr>
<tr>
<td>52</td>
<td>Comedy Central</td>
</tr>
<tr>
<td>53</td>
<td>FX</td>
</tr>
<tr>
<td>54</td>
<td>BET</td>
</tr>
<tr>
<td>55</td>
<td>TV Land</td>
</tr>
<tr>
<td>56</td>
<td>Travel Channel</td>
</tr>
<tr>
<td>57</td>
<td>Esquire</td>
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<tr>
<td>58</td>
<td>Discovery</td>
</tr>
<tr>
<td>59</td>
<td>Tru TV</td>
</tr>
<tr>
<td>60</td>
<td>Hallmark Channel</td>
</tr>
<tr>
<td>61</td>
<td>EWTN</td>
</tr>
<tr>
<td>62</td>
<td>HSN</td>
</tr>
<tr>
<td>63</td>
<td>Hospital Information Channel</td>
</tr>
</tbody>
</table>

* * Your TV will turn on at channel 3.*
### Patient Education TV Playlist

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

Dear UPMC St. Margaret Patient:

Welcome to UPMC St. Margaret, and thank you for choosing our hospital to provide your health care services. Our doctors and staff members are committed to making your stay as comfortable as possible. This resource guide is designed to acquaint you with the services available at UPMC St. Margaret.

In 2014, UPMC St. Margaret was redesignated with ANCC Magnet Recognition® status, granted by the American Nurses Credentialing Center. Only 6% of hospitals nationwide have been granted Magnet® status, the highest international recognition for nursing excellence and leadership. UPMC St. Margaret is committed to a culture that provides quality care and services to our patients and families.

Once you leave the hospital, you may receive a survey requesting you to rate your experience as a patient at UPMC St. Margaret. I would like to personally request your completion of this survey so that we may obtain your input about the services that we provided to you. Please be assured that we review each individual survey that is completed. Your comments are very important to us, as our goal is to provide you and your family with the best care possible. In addition, your feedback assists us in distinguishing services that met your expectations and identifying those that may need improvement. Customer service is, and will continue to be, among our top priorities.

I have asked our staff to work with you and your family as active partners in your care to make your hospital stay as comfortable as possible. If you have any questions about your medical care during your admission, please feel free to discuss your concerns with your nurse or doctor. If there is anything we can do to make your stay more comfortable, please do not hesitate to contact Patient Relations at 412-784-7052.

We are proud of our staff and the services that we offer. Our goal is to provide the highest-quality patient care services.

On behalf of all of the staff at UPMC St. Margaret, we wish you and your family the best of health.

Sincerely,

David J. Patton
President
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For More Information
If you have any questions about our services, please call the operator at 412-784-4000 and they will make sure you are connected with the right person or department.
Important Information for Your Stay

Caregivers You Will Meet
During your stay at UPMC St. Margaret, you will receive care from many staff members. The following is a list of health care staff who may assist in your care:

**Attending doctors** direct your care and oversee resident doctors and medical students.

**Certified registered nurse anesthetists (CRNAs)** are advanced practice nurses that are part of a comprehensive team of professionals providing safe, quality anesthesia for patients needing surgery or specialty procedures.

**Diabetes educators** are available to assist you in managing your diabetes.

**Health unit coordinators** serve as the patient unit receptionists, answer telephones, and update patient information.

**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.

**Intensivists** are doctors who specialize in treating critically ill patients, usually in an intensive care unit (ICU) or step-down unit.

**Licensed practical nurses (LPNs)** assist patients under the supervision of registered nurses.

**Medical social workers** assist patients and their families with personal problems brought on by illness and hospitalization.

**Medical students** are third- and fourth-year medical school students who observe your progress, but do not contribute to your care.

**Nursing students** from the professional nursing program provide nursing care to patients under the supervision of their instructors and with nursing staff.

**Patient care technicians and nursing assistants** help the nursing staff in providing for your daily needs.

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

**Pharmacy residents** have earned a PharmD degree and are doing postgraduate studies for advanced training.

**Pharmacy students** are in training under direct supervision of their instructors. The students are on-site to learn the specialty of hospital pharmacy practice.

**Phlebotomists** may visit very early in the morning to draw blood for testing while you are fasting (not eating for a period of time).

**Physical and occupational therapists** help patients regain control, strength, and coordination to increase their ability to perform activities.

**Primary care coordinators** work with other health care team members to expedite care and make sure that transitions for aftercare are smooth and appropriate.

**Radiology technologists** take x-rays of the body for use in diagnosing medical problems. Some specialize in diagnostic imaging technologies, such as CT, MRI, ultrasound, and nuclear medicine.

**Registered dietitians** provide recommendations to doctors about special diets for patients.
Registered nurses (RNs) plan, direct, and supervise the delivery of nursing care and work closely with your doctor to help with your care.

Resident doctors have earned a medical degree and are doing postgraduate studies in a medical specialty. They contribute to your care.

Respiratory therapists provide breathing treatments, exercises, and techniques.

Speech pathologists help patients improve speech, language, and swallowing skills.

Unit directors are nurses who manage the daily operation of the patient care unit and its nursing staff.

**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. If that is not possible, please notify your nurse.

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

- Printed educational materials
- Closed-caption television
- In-person sign language interpreters
- Video remote interpreting (VRI) and video relay service (VRS)
- Sound signalers and personal amplifiers
- Amplified telephones and portable telecommunications device for the deaf (TDD)

To obtain any of the aids listed above, ask the nursing staff on your patient unit. To obtain hearing and deaf interpreting services, contact Patient Relations at 412-784-7052.

For more information, visit the Disabilities Resource Center’s website at UPMC.com/DRC.

**Language Interpretation Services**
Language interpretation services are available to patients and their families at no cost. For information, contact your nurse.

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

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

Other services are available to enhance the patient experience and provide access to our excellent health care services.

For more information, visit the Disabilities Resource Center’s website at UPMC.com/DRC.

**Service Animals**
Service animals are welcome in all public areas within UPMC facilities, and your room. Animals must be housebroken and under the control of their owner. If the owner is unable to care for the animal during their stay or visit, an alternative person must be designated to do so. UPMC staff are not required to care for service animals. For more information about service animals, visit the Disabilities Resource Center’s website at UPMC.com/DRC.
Meals
Dietary Services
Food and Nutritional Services strives to provide you with the highest-quality food service during your stay. To make sure that your nutritional needs and food preferences are met, a host or hostess with help you with menu planning on a daily basis. Featured entrées based upon your diet order will be offered to you at each meal. In addition, the hospital offers a gourmet menu at a charge of $13* (tax included); guest breakfast trays at $4 (tax included); and lunch or dinner trays at $7 (tax included). Call 412-784-4135 for assistance.

Cafeteria
The Café at UPMC St. Margaret is located on the 1st floor and is open for breakfast from 6 to 10:30 a.m. (6 to 10 a.m. on weekends), lunch from 11 a.m. to 2:30 p.m. (11 a.m. to 1:30 p.m. on weekends), and dinner from 4 to 6 p.m. For your convenience, the cafeteria also is open between meal times for soups, salads, sandwiches, snacks, desserts, and refreshments and accepts Visa, MasterCard, and Discover. The deli is open weekdays from 11 a.m. to 2:30 p.m. The grill closes at 1:30 p.m. on weekdays and is closed on weekends.

Vending Machines
Vending machines are available 24 hours a day and are located just past the cafeteria entrance.

Library
The Martha Mack Lewis Foundation Library and Health Resource Center is located on the 2nd floor of the hospital, near Entrance A. It is open on Monday through Friday from 6:30 a.m. to 7 p.m., Saturday from 10 a.m. to 3 p.m., and Sunday from noon to 4 p.m. Patients and families may request health-related research, use computer and Internet resources, and obtain recreational reading materials, including books and magazines. Phone chargers, iPads, DVD, and CD players are available for daily use. DVDs, CDs, and audiobooks are also available for your entertainment. Research assistance is available on health-related topics. For more information, call 412-784-4022.

Garden
The Helen and Miles Colwell Garden of Hope, located in the Neil Y. Van Horn Pavilion, is a peaceful sanctuary with a waterfall, outdoor tables and chairs, and a swing. From spring through fall, beautiful plants and flowers can be enjoyed. The garden door is open Monday through Friday from 6 a.m. to 9 p.m., Saturday from 7 a.m. to 3 p.m., and Sunday from 9 a.m. to 4 p.m. Smoking is not permitted in the garden.

Mail
Mail is delivered each day. Mail sent to patients at the hospital should be addressed as follows:

Patient’s full name
Patient’s room number
UPMC St. Margaret
815 Freeport Road
Pittsburgh, PA 15215

Housekeeping/Environmental Services
The goal at UPMC St. Margaret is to make sure that the hospital is kept clean at all times. If you have any special requests, or if you need to contact Housekeeping, call 412-784-4157 from an in-house phone for assistance.

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

*Prices throughout subject to change at any time.
hand-deliver it to your loved one's room at no cost to you.

**Nurse Call System**
The Nurse Call system is a push button system activated by the patient which sends the call to your caregiver on your unit. If you have a request or need assistance, press the call button located on your bedside control to notify your caregiver.

**Medical Records**
If you need copies of your medical records, call the Health Information Management Corporate Office at **412-802-0100**. They will send you an authorization form to complete and return. Also, you may obtain a form from our Health Information Management Department located on the 1st floor. The hours of operation are Monday through Friday, from 8:30 a.m. to 4 p.m. Or, you can go to [UPMC.com](http://UPMC.com) and search “Medical Records”.

**Patient Relations**
A Patient Relations representative is available to assist any patient or family member should they have a concern about your care or need assistance. If you have any questions about the information in this handbook, contact your nurse or call Patient Relations at **412-784-7052**.

**Patient Rooms/Environment**
Every patient room at UPMC St. Margaret is private and individually temperature-controlled for the comfort of our patients. There is a thermostat located at the doorway of each patient room, which can be adjusted to meet each individual patient's need. Feel free to ask for assistance to make sure that your room temperature is comfortable at all times.

**Telephone and TV Service**
In an effort to make your hospital stay as comfortable as possible, UPMC St. Margaret provides free cable TV and local telephone service in every patient room. A channel listing can be found on Channel 3 on your TV set.

To make a phone call, press **9 + area code (412 or 724) + number**. For all other calls, dial **9 + 1 + area code + number**. If you need help placing a call, please ask your caregiver, or dial “0” and ask the hospital operator to place the call for you.

**C.A.R.E. Channel**
The C.A.R.E. (Continuous Ambient Relaxation Environment) channel is a therapeutic tool that reduces anxiety, alleviates pain, assists with sleep and restfulness, and minimizes the harmful effects of noise. It features original instrumental music. Daytime programming features nature imagery. Overnight programming features a star-filled night sky supporting sleep. The C.A.R.E. Channel may be viewed on channel 11 on your television. It is made possible by the St. Margaret Foundation.

**Volunteer Services**
Volunteers are important members of the UPMC St. Margaret team. Whether for a few hours or a whole day, adult and teenage volunteers are needed in many areas. Join the volunteer team, and make some new friends along the way. Call **412-784-4081**.

**Visiting Information**
UPMC St. Margaret allows patients to have visitors during the course of their stay to provide emotional support. All patients (or their representatives where appropriate) have the right to receive visitors they choose, either spoken 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 designated by a patient (or patient representative, where appropriate) will enjoy visitation privileges that are no more restrictive than those enjoyed by immediate family members.

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

If the patient is not able, UPMC St. Margaret will follow its visitation policy to establish support person status.

UPMC St. Margaret may impose reasonable clinically necessary restrictions or limitations on visitation based on the following:

- Any court order limiting or restraining contact.
- Behavior presenting a direct risk or threat to the patient, hospital staff, or others in the immediate environment, including threatening or violent behavior.
- Behavior disruptive of the functioning of the patient care unit.
- Visitation 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**

After 9 p.m., visitors must enter through the Emergency Department and get a visitor’s badge. Any visitor who remains in the hospital after 9 p.m. must get a visitor’s badge. When visiting patients in the Intensive Care Unit (ICU) please go directly to the ICU waiting room and use the phone provided to call the nurse’s station before entering the ICU.

**Concierge Services**

Patients and visitors may request the following Concierge Services by calling **412-784-7300**. Hours are Monday through Friday, from 7 a.m. to 3:30 p.m.

- Nonprescription reading glasses
- DVD players and DVDs
- Directions to various locations
- Local places to stay
- Fax machine access
- Stamps and flowers (at the Gift Shop)
- Notary public for hospital-related services
- Books and magazines
- iPads
- Word puzzles, Sudoku

**Accommodations**

A number of hotels are located near UPMC St. Margaret. For a complete listing, please contact the Information Desk at **412-784-4780** or visit **UPMCStMargaret.com**.

**Parking**

Parking for UPMC St. Margaret patients and visitors is available for a daily flat rate of $4. Parking tickets must be paid at a pay station before returning to your vehicle and in order to exit the parking lots. Pay stations are located in the hospital lobbies at Entrances A, B, and C,
and in the lobbies of the 100 and 200 Medical Arts buildings. If you have any questions, contact Facility Services at 412-784-4738, or call Security at 412-784-4159.

**Valet Parking**
Valet parking is available at Entrance C, Monday through Friday, from 8 a.m. to 4 p.m. at a cost of $2 in addition to the daily parking fee.

**One-day Parking Pass**
A one-day parking pass is available to patients and visitors. These passes allow patients and visitors the opportunity to pay a flat rate of $4 for multiple hospital visits during a 24-hour period. Patients and visitors should pay for parking at any parking station and then take their paid ticket to the main Entrance B desk (near the elevators) to exchange it for a one-day pass. The 24-hour period begins when the pass is initially used at the exit gate.

**Banking**
For your convenience, ATMs are located in the Entrance B lobby (2nd floor) and in the cafeteria vending room (1st floor).

**Condition Help**
Condition Help is a patient safety hot line 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’s concern.

The Condition Help program provides a hot line for hospital patients and their family members to call when there is:
- An emergency when 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 412-784-7070 from any phone in the facility.

**Why does UPMC have Condition Help?**
UPMC is a 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 nonpunitive; 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 for all patients and visitors to be safety-conscious while in the hospital. Please do as staff members ask regarding hospital policies and procedures to ensure your safety. Please ask your visitors to follow these rules and regulations as well. For your safety, all patient rooms are protected by a smoke detector and fire door.

**Security**
Security staff is available at the hospital 24 hours a day should you need assistance. You can reach Security by dialing “0.”

**Security Escort Service**
Upon request, UPMC St. Margaret Security staff provide evening security escort service from the hospital to your vehicle. To request an escort, dial “0” from an in-house phone.
Patient Personal Property
Please leave valuables, such as jewelry, cash, wallets, and sentimental items at home, or send valuables home with a family member upon admission. If you have items that need to be locked in the hospital safe, ask staff for assistance. 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, call Facility Services at 412-784-4738, Monday through Friday, from 6:30 a.m. to 3 p.m. If you call after hours, leave your name and phone number so you can be called on the next business day.

Electrical Appliances
Electrical appliances are not permitted to be brought or used within the hospital, unless they are inspected and approved by Facility Services. There are restrictions on the types of appliances that may be brought into the hospital. If you need to bring an electrical appliance to the hospital during your admission, contact Facility Services at 412-784-4738, or ask your nurse for assistance.

Express Registration
Express Registration is available for those patients who want the convenience of registering in advance for their laboratory testing, nutrition counseling, and diabetes education. Call for Express Lab Registration at 1-866-334-LABS (5227) Monday through Friday, from 7 a.m. to 5 p.m. to schedule an appointment. All appointments must be made at least 24 hours in advance.

When you call, please have the following available:
• Name and date of your scheduled testing and diagnosis.
• The name of your ordering doctor.

• Date of birth, Social Security number, telephone number, and expected date of service.
• Your insurance information, including the name and address of your insurance provider. If applicable, also have your accident information ready.

When you arrive for lab testing:
• Enter the hospital at Entrance A. Proceed to Express Lab Registration, which is located past the entrance to the Neil Y. Van Horn Pavilion.
• Remember to bring your insurance cards with you, and your prescription or testing order for lab testing from your doctor.

Outpatient testing hours:
• Monday through Friday from 6 a.m. to 6 p.m.
• Saturday from 7 a.m. to 3 p.m.
• Sunday is closed

Express lab appointment hours:
• Monday through Friday from 6:20 a.m. to 6 p.m.

Gift Shop
The Gift Shop is located on the 2nd floor near the Entrance B lobby and is open Monday through Friday from 8:30 a.m. to 8 p.m.; Saturday and Sunday from 10 a.m. to 6 p.m.; and holidays from 10 a.m. to 2 p.m. The Gift Shop carries a variety of cards, stamps, gifts, magazines, lottery, newspapers and other personal items. For more information, call 412-784-4683.
**Spiritual Care**

Spiritual care is an important aspect of the healing process. UPMC St. Margaret provides the following resources for patients, families, and staff:

- The hospital’s chaplain visits every Wednesday and Sunday and is on call 24 hours a day. You can reach the chaplain by dialing “0” from an in-house phone.
- The Chapel is located on the hospital’s 2nd floor, near Entrance B. It is open for all people at all times.
- An ecumenical service is held in the Chapel on the 2nd Wednesday of the month, September through May, at noon. Patients, families, and staff are invited to attend.
- Special services are held in the Chapel throughout the year. Those services may be viewed, when available, on Channel 22.
- Bibles, rosaries, and ecumenical prayer booklets for patients and visitors can be obtained at any time in the Chapel, or by dialing “0” from any hospital phone to reach the concierge Monday through Friday from 8 a.m. to 4 p.m. These items are gifts to our patients and visitors; they may be taken home. Shabbat candles and Hanukkah menorahs also are available for patients.
- Eucharistic ministers make rounds to patient rooms daily to offer Holy Eucharist to Catholic patients. Patients should dial “0” to request Communion.

To respect the privacy of patients, the hospital does not notify churches of admissions.

Patients and families should make arrangements for visits from their own clergy, unless they specifically request that a staff member make the contact.

Eternal Word Television Network (EWTN) is available. Please see the channel listing.

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**Home Care Services**

If you need health care services or equipment at home, you may obtain them from the supplier of your choice. UPMC HomeCare is a supplier that can arrange in-home services with your doctor’s guidance to suit your special needs. UPMC HomeCare offers home nursing care, private duty nursing, and health aide services; ortho/rehab, speech, and occupational therapy; behavioral health therapy; respiratory and IV therapy; and home medical equipment.

UPMC HomeCare services are available in Allegheny County and most of western Pennsylvania. Call toll-free **1-888-860-CARE (2273)** for more information.

**Radiology Services**

If you have radiology testing needs after you leave the hospital, UPMC St. Margaret and UPMC Natrona Heights offer a wide range of radiology services, expert radiologists, and advanced imaging equipment. Services offered include bone density scanning, CT, x-ray, mammography, MRI, nuclear medicine, PET, PET-CT, ultrasound, fluoroscopy, and interventional/vascular radiology. Images can be viewed remotely across the UPMC network. For more information or to schedule an exam, call **1-866-331-9800**.
Rehab Services
As part of the UPMC rehabilitation network, UPMC St. Margaret offers inpatient rehabilitation services. Inpatient rehabilitation services are initiated with a referral from your doctor and are available to patients on both the acute care units of the hospital and the inpatient Rehabilitation Unit (Unit 4A). For more information about inpatient rehabilitation services, call:
- Physical Therapy: 412-784-4050
- Occupational Therapy: 412-784-4050
- Speech Therapy: 412-784-4026
For more information about outpatient rehabilitation services, please call UPMC Centers for Rehab Services (CRS) at 1-888-723-4277.

Blood Replenishment Program
In conjunction with the Central Blood Bank of Pittsburgh, this program ensures an adequate blood supply for patients receiving transfusions. To schedule an appointment, call the Central Blood Bank at 412-209-7000.

Request for Organ Donation
Recognizing our mission to help patients, UPMC hospitals, including UPMC St. Margaret, are part of a national effort to increase awareness of the need for organ and tissue donations. To aid this awareness, staff members will ask our patients if they would be willing to serve as organ or tissue donors. Their response will be noted. As health care professionals, we can help you get answers to your questions about organ and tissue donation, so you can make an informed decision. Each day, thousands of people await the chance for renewed health through organ and tissue transplants. Their chance for health depends on others who generously agree to donate organs and tissue. If you have questions about becoming an organ or tissue donor, please ask your doctor. You also may call the Center for Organ Recovery and Education (CORE) at 1-800-DONORS-7 (366-6777).

A Teaching Hospital
UPMC St. Margaret is an accredited teaching hospital. This means that you will see not only your own doctor and health care team, but possibly residents, medical students, and other students at various stages of learning. Research has shown that teaching hospitals provide a higher quality of care, reduced lengths of stay, and thoughtful attention to details of the patient’s care.

Residents have graduated from medical school, and most residents at UPMC St. Margaret are training in family medicine, orthopaedics, or general surgery. Residents serve an important role for you and your doctor. They are available 24 hours a day to help when you need assistance. They also help to coordinate your care and to gather data from various tests. They do not replace the guidance or treatments of your attending doctor or health care team.

Students you may meet during your stay can include medical, nursing, or pharmacy students. Through them, you can obtain necessary information and help during your hospital stay. All residents and students have been carefully screened to make sure they have appropriate credentials. Any information given to residents and students is held in complete confidence; your case is discussed only with members of your health care team.

Residents and students act on your behalf, and with the approval of you and your doctor, can help your family gain information about your hospital stay. The residents and students at UPMC St. Margaret appreciate the opportunity to assist you during your hospital stay, and look forward to your speedy recovery.
St. Margaret Foundation

The mission of the St. Margaret Foundation is to be a valued source of support for UPMC St. Margaret and the health and wellness of the communities it serves. The St. Margaret Foundation is a 501(c)(3) organization that is further classified as a public charity under section 509(a)(1) of the Internal Revenue Code. The foundation is independent of UPMC, supporting projects that are chosen by the board of directors.

The foundation provides support in a number of areas. The Bed Fund bridges the gap between a patient’s health care needs and his or her ability to pay. The Employee Emergency Fund provides assistance to UPMC St. Margaret employees faced with financial hardships in times of distress. The Family Health Centers Fund provides support for immunizations, medicine, and other needs of children and adults at UPMC St. Margaret’s three Family Health Centers. The Foundation has two events each year: a 5K Run/Walk in May, and the Employee Craft Show and Lights of Hope program in November.

Families of our patients and community members often make donations in honor or in memory of a loved one or caregiver as a way of recognizing someone special. Additionally, families also have the option of designating gifts to the St. Margaret Foundation through a loved one’s obituary, in order to leave a lasting legacy. If you would like more information on memorial donations and how they can help make a difference in our community and for our patients, call 412-784-4144.

The St. Margaret Foundation is located in Suite 100, 12 Medical Arts Building. To learn more about the Foundation, call 412-784-4215 or visit StMargaretFoundation.org.
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 for a full health library of education materials to support your health and wellness. Go to 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 decision 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 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 or 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, genetics, 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 healthcare.
• To expect that the facility will provide you information about your continuing healthcare needs at the time of your discharge and the means for meeting those needs.

Patient Responsibilities

The healthcare 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 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 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 visitors’ 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 to arrange 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 to make and keep 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 St. Margaret 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 **412-784-7052**.

**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 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