

UPMC Presbyterian

*Part of UPMC Presbyterian Shadyside**Patient Handbook*

*University of
Pittsburgh
Medical Center
Information
for Patients*

Welcome

Welcome to the University of Pittsburgh Medical Center. At UPMC Presbyterian, which includes UPMC Montefiore, your comfort and care are our top priority. Please take a few minutes to read through this information to acquaint yourself with the people and services contributing to your care.

If you have questions about your care, please talk with your doctor or your patient unit director.

If you have questions about any service, please use this booklet to find the appropriate telephone number to call for assistance. Services listed here are available to patients at UPMC Montefiore and UPMC Presbyterian.

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UPMC Presbyterian provides language assistance services at no cost to its patients and families.

Пресвитерианский медицинский центр Питсбургского университета бесплатно предоставляет услуги переводчика пациентам медицинского центра и их семьям.

El UPMC Presbyterian provée servicio gratuito de asistencia con lenguajes a pacientes y sus familiares.

UPMC Presbyterian hastalarına ve hasta ailelerine ücretsiz yabancı dil servisi sağlamaktadır.

UPMC Presbiteriano oferece serviços gratuitos de tradução e interpretação a todos os seus pacientes e familiares.

L'UPMC-Presbiteriano offre al paziente e alla Famiglia un servizio gratuito d'interprete.

المركز الطبي بجامعة بتسبرج
يزود خدمة الترجمة للمرضى
و عائلاتهم مجاناً

Coming to the Hospital

Parking

Parking for UPMC Montefiore is available in the Montefiore Garage, located off Buffalo Street, near the main entrance to the hospital. The garage is open 24 hours a day. Patients going to Kaufmann Medical Building on Fifth Avenue may use the garage located in that building, just past Darragh Street on the right. Parking for UPMC Presbyterian is available in the Presby Garage, located on Lothrop Street, across from the main driveway entrance to the hospital. The garage is open 24 hours a day. Patients and visitors may use the valet parking service that operates Monday through Friday, 6 a.m. to 10 p.m., from the main driveway. On weekends, valet parking service is available only for emergency patients and patients with state-approved placards indicating handicap. Valets are not permitted to accept tips. For hospital discharge parking, see the driveway attendant.

- **Validated parking rates** — Discounts for patients and their visitors are available for parking from seven to 24 hours. To receive this discount, present your parking ticket at the Information Desk or the Admissions Office, which are located at UPMC Montefiore in the 7 Main lobby and at UPMC Presbyterian on the first floor.

- **Long-term stays** — If you are an inpatient for 10 consecutive days or longer, you or your family members may qualify for a discounted rate starting the 11th day. Call Parking Operations before your 11th day of stay at **412-647-3194** for more details.
- **Financial hardship** — Discounted parking rates also are available to patients and their families who qualify under the limited-income guidelines established by the federal government. Proof of income is required. Please call **412-647-3194**.
- **Escort service** — Upon request, UPMC Security provides evening escort service from the hospital to your vehicle. To request an escort, please call **412-647-3195** or see the guard at the entrance to the UPMC Presbyterian main lobby.

Visiting Hours

General visiting hours in the hospitals are 11 a.m. to 9 p.m. Some special care units (ICUs) have hours that differ from these. Please check with your nurse.

We ask that no more than two people visit with a patient at one time. Talk with staff on the patient unit if you have a special request regarding visiting hours. Please check with your nurse before having children under age 12 visit you.

When calling for information from outside the hospital, call the patient unit or call the hospital operator at **412-647-2345**.

Accommodations

If you're a long way from home, there are several brochures you and your family may find helpful. *Where to Stay* describes the advantages of Family House, the preferred housing provider for UPMC patients and visitors. This brochure also includes telephone numbers and rates for local and regional lodging and information about travel arrangements, parking, and oxygen provision. If you would like a copy of *Where to Stay*, ask your nurse or call Patient Relations at **412-647-7615**.

Services for Patients and Families

Are You Lost?

If you or your family lose your way in the hospitals, you can pick up one of four white telephones to ask for directions. The telephones are designated by a blue sign with a white question mark. You can find the phones at four locations in the hospitals:

- the bridge between UPMC Presbyterian and UPMC Montefiore, near Montefiore
- the bridge between UPMC Presbyterian and UPMC Montefiore, across from the entrance to Eye & Ear Institute
- the intersection near the main elevators at UPMC Presbyterian on the third floor
- the walkway between UPMC Presbyterian and Falk Medical Building, near the Falk end

When you pick up the phone, it will automatically ring at an Information Desk. Staff will identify the location of your call and give you directions to your destination.

Banking

For your convenience, bank machines are located in the following areas:

UPMC Montefiore:

- 7 Main lobby

UPMC Presbyterian:

- 11th floor near the cafeteria
- main lobby near the cashier
- ground level walkway near the Falk end

Blood Bank

UPMC is a member of Central Blood Bank. There is no charge for blood itself; the cost to process and administer blood is covered by most health insurances.

Central Blood Bank welcomes blood donations at its office in downtown Pittsburgh at 812 Fifth Ave. To make an appointment, call **412-209-7000**.

In addition, each hospital has a blood donation center. At UPMC Presbyterian, you can donate blood on Wednesdays and Fridays, from 10 a.m. to 4 p.m., in the Surgical Patients Family Waiting Room, second floor, room F-248. You can donate blood at UPMC Montefiore Tuesdays from noon to 5 p.m. in the Ambulatory Surgery Waiting Room, sixth floor, room NE-679.

If you wish to donate blood in advance for your own surgery or to have family or friends donate blood for you, call Central Blood Bank's Special Donations Office at **412-209-7020**.

Cell Phones and Wireless Devices

Please read and follow all posted signs in the hospital regarding restrictions on the use of cell phones, wireless computers, and other devices that transmit radio signals. Restrictions may exist in hospital areas such as patient rooms, intensive care units (ICUs), telemetry units, laboratories, or other areas where equipment may be used to diagnose or treat patients. If you have any questions about the use of cell phones or other devices that transmit radio signals, call Environmental Health and Safety at **412-647-6409** or Clinical Engineering at **412-648-6125**.

Clergy and Chapel

Chaplains of various faiths are available during the daytime, seven 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 on the first floor and a meditation room is located at UPMC Montefiore, off the 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 the Office of Pastoral Care at **412-647-7560**.

Food Services

Cafeterias are located on the fourth floor of UPMC Montefiore and the 11th floor of UPMC Presbyterian. The cafeterias are open to visitors. Patients may dine in the cafeterias with their doctors' permission. The UPMC Presbyterian Cafeteria is open for breakfast, lunch, and dinner from 6:30 a.m. to 2:30 a.m., seven days a week. For a recording of the daily menu, call **412-647-4EAT (4328)**. The UPMC Montefiore Cafeteria is open weekdays from 6:30 a.m. to 2:30 p.m. Serving times are posted at the cafeterias.

The Ladies Hospital Aid Society (LHAS) Coffee Shop is located in the gift shop on the 7 Main level of UPMC Montefiore. The coffee shop is open weekdays from 7 a.m. to 8 p.m., and weekends from 8 a.m. to 5 p.m. Holiday hours vary.

A number of food services are offered to patients and their visitors. 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, fresh kosher patient meals are available for breakfast, lunch, and dinner. To order kosher meals, ask your nurse or call **412-648-6192**.

For Families and Friends

To assist families and friends of patients coming to the Oakland campus facilities, we have prepared the booklet *For Families and Friends of Patients*. The booklet provides 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**.

Gardens

Two rooftop gardens allow patients to step out of the hospital environment without leaving the hospital. The Spinola Garden is a beautiful balcony off Unit 3E on UPMC Presbyterian's third floor. Open to all patients and families, it features wooden patio furniture with umbrella tables. Flowers in planters brighten this pleasant, sheltered retreat. Patients on heart monitors can be monitored in this garden. Staff at the Unit 3E nursing station can give you directions and hours.

The Blair Crawford Courtyard Garden, located at UPMC Montefiore off the 7 Main lobby, features lovely flower beds, an outdoor gazebo, and a heated solarium. The garden is accessible for wheelchairs and hospital beds. UPMC patients and families are welcome to enjoy the courtyard garden throughout the year. The garden is open every day from 8 a.m. to 9 p.m.

Gift Shops

The Gift Shop at UPMC Presbyterian is located on the lobby level and is open weekdays, 9:30 a.m. to 6 p.m., and weekends, 11 a.m. to 4 p.m. The shop carries a variety of cards, gifts, magazines, and other personal items. For more information, call **412-647-3181**.

The Ladies Hospital Aid Society (LHAS) Gift Shop at UPMC Montefiore is a larger shop with a wider variety of gifts, magazines, and snacks. Fresh and artificial flowers also are available for purchase. The gift shop is located on 7 Main and is open weekdays, 7 a.m. to 8 p.m., and weekends, 8 a.m. to 5 p.m. For more information, call **412-648-6107**.

Presby Flowers & Gifts is a full-service florist located at 3507 Victoria St. It is open weekdays from 8:30 a.m. to 5 p.m. The telephone number is **412-647-7872**.

Hair Salon

Euro Cuts Hair Salon, sponsored by the Ladies Hospital Aid Society, is located at UPMC Montefiore, 7 Main level. Proprietor Louise Boehm is internationally trained. For a fee, the salon offers a complete line of hair care and nail services, including a wig service. Bedside services can be provided for patients in the privacy of their rooms. Bedside appointments must be made through nursing staff on the patient unit. The salon is open to patients, visitors, and staff. Free consultations are provided. Walk-ins are always welcome. All major credit cards are accepted. The salon is open weekdays and some weekends. Evening hours vary. For information or to make an appointment, call **412-692-2969**.

Hearing Assistance

To meet the special needs of patients and visitors with hearing impairment, the hospitals 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.

For an interpreter for the hearing-impaired, call Clinical Social Work at **412-647-3255**. Interpreters are provided through the Center for Hearing & Deaf Services. When possible, please give advance notice.

Language Bank

The Language Bank provides volunteer interpreters for more than 20 languages. To reach the international language interpreter on call, dial **412-647-2345** and ask the hospital operator to page the interpreter at pager number **6666**. For more information, contact International Patient Relations at **412-648-6262**.

Lost and Found

The lost and found service is operated through the Transportation Department. To ask about a lost or found item, call **412-647-3636**.

Mail

Mail is delivered each weekday, usually in the early afternoon. If mail for you arrives after you are discharged, it will be forwarded to your home address. Mail sent to you at the hospital should be addressed with your full name and the name of the hospital where you are staying:

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

Newspapers

Daily and Sunday newspapers are available in the gift shops at UPMC Montefiore on 7 Main and at UPMC Presbyterian in the lobby.

Notary Public

Notary public services are available to patients and their families by appointment. To reach the notary public, dial **412-647-2345** and ask for pager number **5993**. Give the operator your room telephone number, and your call will be returned by the notary public. Or you may call Patient Relations at **412-647-7615**.

Patient Education

Patient education is an important part of your hospital stay and recovery after discharge. It is important that you and your family understand your condition, treatment, and any follow-up care you may need. During your hospital stay, you may access several patient education resources on your own.

The UPMC Patient Education TV Channel airs 24 hours a day. Turn to channel 48, where you can view a variety of health-related videos without leaving your hospital room. You will find the program listings at the end of this booklet.

The Patient Education Center at UPMC Presbyterian offers educational reading and viewing materials on a variety of health topics at no charge. You and your family are welcome to come in and browse Monday through Friday, 8 a.m. to 10 p.m. A staff member is on duty to help you several days a week. The center is located on the first floor of UPMC Presbyterian, Room F-144, behind the Information Desk. Call **412-647-2249** for more information.

Patient Relations

A patient relations representative is available to help you resolve problems or meet particular needs you may have. If you have any questions about the information in this booklet or need help of any kind, please call **412-647-7615**.

Pharmacy

The Pharmacy will fill any prescriptions you are given at the time of your discharge from the hospital and can provide long-term prescription service as long as you receive care at the hospital. Payment may be made by cash, check, or credit card. You may contact the Pharmacy at UPMC Presbyterian at **412-648-3123**. At UPMC Montefiore, please call **412-648-6029**.

Safety and Security

It is important to be extra careful and safety-conscious while you are in the hospital. Please do as staff members ask regarding hospital policies and procedures in order to keep all of our patients, visitors, and staff safe. Ask your visitors to follow the rules and regulations too.

Security service is available 24 hours a day. You can reach Security at **412-647-3191** if you need assistance.

Smoking

UPMC promotes good health for all patients, visitors, and staff. As a result, the buildings of UPMC are smoke-free facilities. Smoking is not permitted anywhere in UPMC Montefiore, UPMC Presbyterian, or any UPMC affiliated building, except in designated areas.

The smoking area at UPMC Montefiore is just outside the 7 Main lobby doors, to the right. At UPMC Presbyterian, there are two smoking areas. One is outside the lobby door to the right, at the far end of the main driveway. The other is off the first floor — follow the signs past the Information Desk and Medical Records to the exit.

Social Work Services

Illness and the need to be admitted to a hospital can be stressful for both patients and family members. The clinical social workers at UPMC Presbyterian and UPMC Montefiore are committed to helping you and your family with any concerns you may have. They offer individual and family counseling, can help answer questions about community services, and can help you plan your discharge from the hospital.

A social worker is available 24 hours a day, seven days a week. To contact a social worker, call **412-647-3255** between 8 a.m. and 5 p.m. After hours and on weekends, call the paging operator at **412-647-2345**, and ask him or her to page the Emergency Department social worker.

Telephone and Television

When you are admitted to a regular inpatient unit, you will need to activate telephone and television services. Simply pick up the phone, dial **7-8732**, and follow the prompts.

A charge of \$5.25 per day will be assessed to your home telephone bill for telephone and television service. This charge includes cable television and unlimited local telephone calls within the **412, 724, and 878** area codes. The maximum charge is for 18 days per admission.

If you choose to add unlimited nationwide long distance to your phone service, an *additional* charge of \$4 per day, plus a one-time activation fee of \$2, will be applied to your home telephone bill. If you activate local “dialing/television” and hang up, and then you *later* decide to activate long distance, you must re-select **1** for local service before you are prompted to press **2** for long-distance service.

These services are charged directly to your home telephone bill. They will appear as a separate line item as “Hospital Telephone Charge” for local service and television and as “Tele-Link USA” for long-distance service. Taxes will be applied by your local phone company and regulatory authorities.

Patients admitted to intensive care or critical care units (where there are no televisions or telephones) will not be billed for these services while they are on these units. Patients who do not have a home telephone or who do not live in the United States will be billed directly.

Telephone

To reach telephone numbers within the hospital (exchanges **647-**, **648-**, **692-**, and **802-**), dial the last five digits.

To reach local calling areas (**412**, **724**, and **878**) after you have activated this service, dial **9 + 1 + area code + 7-digit** phone number.

To place long-distance or toll calls:

- If you have activated our unlimited nationwide long-distance service, to place long-distance or toll calls, **dial 9 + 1 + area code + 7-digit** phone number.
- If unlimited nationwide long-distance service is not activated, long-distance or toll calls must be made collect, third party, or charged to either a credit card or calling card. To reach long-distance service providers, simply follow the instructions on your calling card, or dial **9 + 0**.

If you have any problems with the telephone, please call Patient Relations at **412-647-7615**.

Note: Telephones are shut off to incoming calls between 10 p.m. and 6 a.m.

Television

Television service includes major network channels and cable channels. You will find channel listings on channel 18. Closed-captioned television service is available; check the daily newspaper for closed-captioned program selection.

Special channels for patients include channel **48**, which airs patient education videos. Channels **49** and **50** are the C.A.R.E. channels, designed to help people with high levels of stress and anxiety while in the hospital. Stress can slow healing, make the body more likely to get infection, and make pain feel worse. Channel **49** provides nature images and music created specially to reduce stress and anxiety and help you sleep at night. Channel **50** offers guided imagery hourly to help you relax.

If you have any problems with your television, call Patient Relations at **412-647-7615**.

Valuables

Please leave valuables such as jewelry, large amounts of cash, and sentimental items at home. You will need a small amount of cash for newspapers, magazines, or other small items during your stay. The hospital cannot be responsible for the safety of valuables or other personal possessions. To deposit valuables in a safe deposit box, please call the Security Department. At UPMC Montefiore, dial **412-648-2555**; at UPMC Presbyterian, dial **412-647-3191**.

Staff Members

During your hospital stay, you will receive care from many staff members. Following is a list of various staff members who may assist in your care:

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

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

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

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

Patient care technicians and nurse assistants work with the nursing staff in providing for your daily needs.

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

Physical and occupational therapists help patients 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) plan, direct, and supervise the delivery of nursing care and are responsible for carrying out doctors' instructions.

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.

Unit directors are nurses who have overall responsibility for the daily operation of the patient units and nursing staff.

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

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.

Our Privacy Practices

At UPMC, we are committed to protecting the privacy of your medical information, as federal and state laws require. When we say "information," we mean health, treatment, or payment information that identifies you. UPMC's Notice of Privacy Practices explains how we meet this commitment. The notice also explains your legal rights about what is in your health record. All the people and places that make up UPMC must follow the notice. If you would like a copy of the notice, please contact a Patient Relations representative at **412-647-7615**.

Patients' Rights and Responsibilities

At UPMC Presbyterian, service to you, our patient, is a top priority. We are committed to making your stay as pleasant as possible. We have adopted the following Patients' Bill of Rights to protect interests and promote the well-being of our patients.

Patient Rights

- A patient has the right to medical, nursing, and other health care services available at UPMC Presbyterian without discrimination based upon race, color, religion, sex, sexual orientation, national origin, sources of payment, or marital, veteran, or disabled status.
- A patient has the right to respectful care given by competent personnel.
- A patient has the right, upon request, to be given the name of his or her attending physician, the names of all other physicians directly participating in his or her care, and the names and functions of all other health care personnel having direct contact with the patient.
- A patient has the right to every consideration of privacy concerning his or her own medical care. Case discussion, consultation, examination, and treatment are considered confidential and should be conducted discreetly.
- A patient has the right to know which UPMC Presbyterian rules and regulations apply to patients.
- A patient has the right to expect emergency procedures to be implemented without unnecessary delay.
- A patient has the right to appropriate assessment, quality care, and high professional standards that are continually maintained and reviewed.
- A patient has the right to full information in layperson's terms concerning his or her diagnosis, treatment, and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable to give such information to a patient, the information will be given on the patient's behalf to the patient's next of kin or other appropriate person.
- Except in emergencies, a patient's physician must obtain the necessary informed consent prior to the start of any procedure or treatment.
- A patient or, in the event the patient is unable to give informed consent, a legally responsible party has the right to be advised when a physician is considering the patient as part of a medical care research program or donor program. The patient or legally responsible party must give informed consent prior to the actual participation in such a program. The patient or legally responsible party may at any time refuse to continue in any such program to which he or she previously has given informed consent.
- A patient has the right to participate in the development and implementation of his or her own plan of care.

- In the event that a patient's physician is unable to arrive at a treatment plan, a new physician may need to provide care. Resources available to find a new physician include the department chairman or the medical staff president. The patient's physician will continue to provide care until these arrangements are made.
- A patient has the right to appropriate assessment and management of pain.
- When medically permissible, a patient may be transferred to another facility only after the patient or his or her next of kin or other legally responsible representative has received complete information and an explanation concerning the needs for and alternatives to such a transfer. The institution to which the patient is to be transferred first must accept the patient for transfer.
- A patient has the right to examine and receive a detailed explanation of his or her bill.
- A patient has the right to full information and counseling on the availability of known financial resources for his or her health care.
- A patient has the right to expect that UPMC Presbyterian will provide him or her, upon discharge, with information about continuing medical requirements following discharge and the means for meeting them.
- A patient has the right of access to an individual or agency that is authorized to act on a patient's behalf to assert or protect the rights set out in this section.
- A patient has the right to be informed of his or her rights at the earliest possible moment in the course of hospitalization.
- A patient has the right to assistance in obtaining consultation with a physician other than an attending physician at the patient's own request and expense.
- A patient who does not speak English will have access to the services of an interpreter. If the patient is unable to communicate orally because of a hearing loss, services to facilitate the communication process will be made available.
- UPMC Presbyterian will provide a patient, upon request, access to all information contained in his or her medical records, unless access is specifically restricted by the attending physician for medical reasons or prohibited by law.
- A patient has the right to refuse any drugs, treatments, or procedures offered by UPMC Presbyterian, to the extent permitted by law, and a physician will inform the patient of the medical consequences of refusing any drugs, treatments, or procedures.
- UPMC Presbyterian protects patients and respects their rights during research, investigation, and clinical trials involving human subjects.
- A patient asked to participate in a research or donor program must be given a description of the potential discomforts and risks associated with the program.

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- A patient asked to participate in a research or donor program must be given a description of alternative services that may prove advantageous to him or her.
- A patient asked to participate in a research or donor program must be given a full explanation of the procedures to be followed, especially those that are experimental in nature.
- A patient asked to participate in a research or donor program must be told that he or she may refuse to participate, and that refusal will not compromise his or her access to health care services.
- A patient has the rights stated here even if he or she is not able to exercise these rights. If the 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 incompetent, 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.

If you would like to discuss questions or concerns about this Bill of Rights, please call Patient Relations at **412-647-7615**.

Notice of Patient's Rights

UPMC seeks to ensure the protection of each patient's physical and emotional health and safety. The following is a list of patients' rights while in the care of UPMC Presbyterian. The patient or, where appropriate, the patient's representative has the right to:

1. file a grievance;
2. participate in the development and implementation of his or her plan of care;
3. make informed decisions regarding his or her care;
4. be informed of his or her status, be involved in care planning and treatment, and have the ability to request or refuse treatment; (Note: This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate.)
5. formulate advance directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives;
6. have a family member or a representative and his or her own physician notified as promptly as possible of the patient's admission to a hospital;
7. personal privacy;
8. receive care in a safe setting, free from verbal or physical abuse or harassment;
9. confidentiality of his or her clinical records and the ability to access information contained in his or her clinical records within a reasonable time frame; and
10. be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience, or retaliation by staff.

Filing a Grievance

If a patient or a patient's representative believes that UPMC has violated any of the rights enumerated, he or she should contact the hospital's Patient Relations representative to file a grievance. UPMC Presbyterian Patient Relations can be reached at **412-647-7615**. Upon receipt of the grievance, UPMC Presbyterian will make every effort to respond in a prompt and fair manner to address the complaint.

If the patient is unable to resolve any concerns about his or her care with the doctors, nurses, and Patient Relations representative, the patient may ask the Patient Relations representative to schedule a mediation session. The patient and his or her family may meet with a neutral mediator and members of the patient's health care team. The hospital has a panel of neutral mediators who are not employees of UPMC Presbyterian and who are available to assist patients and the health care team. The "Introducing Intermediation" brochure more fully explains the program and helps the patient to select a mediator by giving information about the mediators.

Concerns may also be addressed to the Pennsylvania Department of Health at:

Address: Pennsylvania Department of Health
Div. of Acute and Ambulatory Care
Health and Welfare Building
P.O. Box 90
Harrisburg, PA 17108-0090

Phone: **1-800-254-5164**

Patient Responsibilities

As a patient, you should assume responsibility for the following:

- The hospital expects that a patient or a member of a patient's family will provide information about past illnesses, hospitalizations, medications, and other matters relating to the patient's health history to help the hospital treat the patient effectively.
- The hospital expects that a patient will cooperate with all staff members and will ask questions if directions and/or procedures are not clearly understood.
- A patient is expected to be considerate of other patients and staff members and to assist in the control of noise and the number of visitors in the room at any time. A patient is also expected to be respectful of the property of other people and the property of UPMC Presbyterian.
- In order to facilitate care and the efforts of the hospital staff, a patient is expected to help the physicians, nurses, and allied medical personnel in their efforts to give care by following their instructions and medical orders.
- Duly authorized members of a patient's family are expected to be available to hospital staff for review of treatment in the event the patient is unable to communicate properly with the physicians or nurses.
- It is understood that a patient assumes the financial responsibility of paying for all services rendered, either through third-party payers (for example, your insurance company) or by being personally responsible for payment for any services that are not covered by insurance policies.

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- It is expected that a patient will not take drugs that have not been prescribed by the attending physician and administered by hospital staff and that a patient will not complicate or endanger the healing process by consuming alcoholic beverages or toxic substances during the hospital stay.
- A patient is expected to make arrangements to have his or her valuables taken home by a family member.

Universal Precautions

To safeguard the health of all patients, health care workers now use routine protective measures — such as wearing gloves and other protective clothing — for many aspects of your care. The use of these protective measures when treating all patients is called “universal precautions.”

The Centers for Disease Control and Prevention recommends that all health care workers take precautions when they might come in contact with a patient’s blood or other body fluids. These precautions protect health care workers and patients against many types of infections that are carried in blood and other body fluids.

Infectious diseases have caused concern in the community and the health care profession. We know that many infections are not spread by casual contact. However, contact with an infected person’s blood or body fluids can pose a risk if the blood or body fluid enters an opening in the skin or contacts a mucous membrane (such as that lining the eye, nose, or mouth).

At UPMC Presbyterian and UPMC Montefiore, we take pride in serving you. We know how important human touch is to the healing process. You can be confident protective measures are a benefit to you and to your health care team. If you have questions about universal precautions, please contact your nurse or the hospitals’ Infection Control Program at **412-692-2566**.

Pain Control

At UPMC Presbyterian and UPMC Montefiore, we recognize that pain control is essential to good health care.

As a patient, you can expect:

- information about pain and pain relief measures
- a concerned staff committed to pain prevention and management
- health professionals who respond quickly to your report of pain
- your report of pain will be believed
- state-of-the-art pain management
- dedicated pain relief specialists

In turn, we expect that you will:

- ask your doctor or nurse what to expect regarding pain and pain management
- work with your doctor or nurse to develop a pain management plan
- ask for pain relief when pain first begins
- help your doctor or nurse assess your pain
- tell your doctor or nurse if your pain is not relieved
- tell your doctor or nurse about any worries you have about taking pain medicine

Palliative Care

For patients and families faced with the challenge of life-limiting illness, the Palliative Care consultation service can help. If you feel you may benefit from this service, tell your doctor or nurse. Or you may call **412-692-4834**.

Decisions About Life-Sustaining Treatment

The policy of UPMC is to provide all patients with quality medical care that conforms to current ethical and medical standards with the objective of sustaining life. Hospital staff are committed to this objective. However, this commitment also recognizes the rights of patients to make their own decisions about their health care and to limit, decline, or discontinue treatment — even life-sustaining treatment.

If you would like to read a detailed explanation of the hospital's guidelines on forgoing life-sustaining treatment, a copy of the hospital's policy is available on each patient unit. You may also wish to contact the Ethics Consultation Service (see the next section).

Ethics Consultation Service

If you or your family have specific questions and concerns or are facing difficult decisions about your medical care, you may wish to contact the Ethics Consultation Service. This free service can help you and your family better understand your personal situation and the choices facing you. The service can assist with issues such as making decisions about life-sustaining treatment, power of attorney for health care, or living wills. The service is also available to help resolve misunderstandings or disputes that may arise in the discussion of treatment alternatives.

If you would like to reach an ethics consultant, tell your doctor, nurse, social worker, or patient representative. You may also call the hospital operator at **412-647-2345** and ask for the Ethics Consultation Service.

Advance Directives

Advance directives are written documents that express patients' wishes for their medical or health care if they would become incompetent or incapacitated. Advance directives may include living wills, health care proxies, or durable powers of attorney. When you are admitted to the hospital, a staff member will ask you whether you and your family have prepared an advance directive expressing your treatment wishes. If you have executed an advance directive and a copy is available, it will be placed in your medical record.

You also will receive a copy of the UPMC booklet *Making Medical Decisions in Advance*. If you would like more information about writing advance directives or making decisions concerning life-sustaining treatment, please tell your doctor. You may also contact the Ethics Consultation Service. Dial the hospital operator at **412-647-2345** and ask for the Ethics Consultation Service.

Request for Organ Donation

Recognizing our mission to help all patients, UPMC is part of a national effort to increase awareness of the need for organ and tissue donations. To aid this awareness, staff members will ask patients — or their designated family members — who come into the hospital if the patients would be willing to serve as organ or tissue donors. Responses will be noted.

There are misconceptions about the donor program. 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 may also call the Center for Organ Recovery & Education (CORE) at **1-800-DONORS-7 (800-366-6777)**.

Your Insurance, Bill, and Medical Records

Health Insurance

We will need a copy of your insurance identification card. We also may need the insurance forms that are supplied by your employer or the insurance company. You will be asked to assign benefits from the insurance company directly to the hospital.

UPMC Presbyterian will send your bill directly to your insurance company or the state or federal agency that covers the cost of your hospital stay. The ultimate responsibility for any hospital bills belongs to the patient. If you were unable to provide valid insurance information (such as your Medicare or Medicaid card) when you were admitted, you will be billed in full for services rendered.

Financial interviewers in the Admissions department will verify your coverage with your insurance company. If you have questions about your insurance coverage, you can talk to a financial interviewer at **412-432-5037**.

HMOs and PPOs

If you are a member of an HMO or a PPO, your plan may have special requirements, such as a second surgical opinion or pre-approval for certain tests or procedures. It is your responsibility to make sure the requirements of your plan have been met. If your plan's requirements are not followed, you may be financially responsible for all or part of the services you receive in the hospital. Some physician specialists may not participate in your health care plan, and their services may not be covered.

Medicare

We will need a copy of your Medicare card to verify and process your claim. You should be aware that Medicare does not cover certain items and services such as cosmetic surgery, some oral surgery procedures, personal comfort items, hearing evaluations, and others. Deductibles and copayments may be the responsibility of the patient.

Medicaid

We will need a copy of your Medicaid card. Medicaid also has payment limitations on a number of services and items.

Financial Assistance Options

UPMC is a not-for-profit, tax-exempt entity. Our charitable mission is to provide medically necessary health care services to residents of western Pennsylvania regardless of their financial status and ability to pay.

If you cannot pay all or a portion of your self-pay balances, UPMC strongly suggests that you call the UPMC Financial Assistance/Charity Care office at **412-432-5608** and apply for Charity Care. UPMC personnel can assist you in applying for governmental assistance programs (Medical Assistance, Medicare), other potential assistance options, and UPMC financial assistance including Charity Care.

You can seek aid for your bills for services provided by UPMC doctors, as well as for inpatient and outpatient services provided by UPMC hospitals. You can request financial aid before service, during treatment, or at the time of billing.

If you do not communicate with UPMC to resolve your account and explore all financial assistance options including partial or full charity care, we will turn over your account(s) to a collection agency or to a law firm for additional collections. These firms will report to credit bureaus and will take legal action.

Understanding Your Bill

If you have had diagnostic and treatment services such as x-rays, EKGs, or breathing tests while at the hospital, you will receive two bills. However, you are not paying for the same service twice; each service is made up of two parts, hospital billing and physician billing.

Hospital Billing

This bill is sent to you from the hospital's Billing department and is for the technicians, equipment, and supplies involved with services. The hospital includes its portion of these charges in your actual hospital bill. If you have questions about your hospital bill, call **412-647-8393** or **800-854-1745**.

Physician Billing

This bill is sent to you from the physician's billing office. It is for physician services, including the reading and interpretation of any test results by a trained physician.

You may not have met the physician in person during your hospital stay, but if he or she studied and reported on your test results, you will receive a bill. The physician is not an employee of the hospital, so this bill is separate from the hospital bill. For questions about a doctor's bill, call the telephone number on the bill.

Medical Records

The medical record of your hospitalization is confidential, and we need your signed written request to release it. If you would like a copy forwarded to another hospital or doctor, be sure to include the name and address to which the records should be mailed. If you would like a copy for your own review, you pay a base fee of about \$17. There is a copying charge of about \$1 per page for the first 20 pages, then the fee decreases.

Medical records on microfilm can be copied at a cost of about \$2 per page. A minimum of seven to 10 working days is needed to fill requests. Records will be released only through the mail. A written request for medical records should include the following information:

- patient's name, date of birth, and Social Security number
- dates of treatment
- purpose of the request (such as continuing care or personal review)
- date of the request
- name and address where records should be mailed
- patient's signature

Please mail requests to the address below:

Medical Records
UPMC Presbyterian, Room F-162
200 Lothrop St.
Pittsburgh, PA 15213-2582

Leaving the Hospital

Your nurses will work with you and your family to make your discharge as smooth as possible. Before you are discharged from the hospital, your nurses will review with you any special instructions regarding your at-home care or medications.

Clinical social workers can help make arrangements for discharge to another facility, such as a nursing home or rehab facility. They can also help arrange for home nursing care or home health care equipment or supplies, if necessary.

You should make arrangements for a family member or friend to take you home from the hospital. Your attending doctor will decide when you are ready to be discharged. Most attending doctors make the final decision to discharge patients in the morning. If you disagree with your doctor's decision and wish to appeal the decision, ask your nurse to contact Care Management. Discharge time is usually 11 a.m. or earlier. Check with your nurse for your discharge time.

Preparing for Discharge

The day of discharge from the hospital can be busy. There are a number of things to do to prepare for discharge. You should begin thinking about them now. Use the checklist that follows to help you. As you complete each preparation, place a check mark in the box.

- Who will pick you up from the hospital? (Note: On the day of discharge, parking is free at UPMC Presbyterian and UPMC Montefiore.)
- Will your ride be available when you need it?
- Do you need us to make other arrangements for your ride?
- What clothes will you wear upon discharge? Does someone need to bring them in for you?
- Are your personal belongings packed?
- Do you need help packing them?
- How will you get your prescriptions filled?

Let your nurses know in advance if you need help with any arrangements.

The hospital staff also has a "to do" list to help prepare you for discharge. The staff will:

- coordinate needed services and equipment
- coordinate special transportation arrangements, such as ground or air ambulance
- teach you how to care for yourself after discharge
- teach you about your medicines
- give you your prescriptions
- give you any other needed information and answer any questions or concerns you or your family members may have about discharge or your care after discharge

Day of Discharge

On the day you are discharged, your driver should park in the Presby Garage on Lothrop Street or the Montefiore Garage on Buffalo Street. He or she should bring the parking ticket into the hospital and go directly to your patient room to check if you are ready for discharge.

When the nurse tells you that an escort has been called, your driver should move the car from the garage to the appropriate entrance of the hospital. On the way to the garage, he or she should stop at the Information Desk to have the parking ticket validated.

The Information Desks are located in the 7 Main lobby at UPMC Montefiore and on the first floor at UPMC Presbyterian. If the discharge time is late evening, ask your nurse where to get the ticket validated. Your driver should wait in the car for the escort to bring you to the hospital entrance. The escort will help you into the car.

Home Care

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 who can arrange in-home services with your doctor's guidance to suit your special needs. UPMC HomeCare offers home care nursing, 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.

Rehab Services

If you need rehab services after leaving the hospital, care is available through the UPMC Institute for Rehabilitation and Research (IRR). IRR offers special rehab programs for patients with stroke, brain injury, spinal cord injury, and other physical disabilities. Outpatient care is provided through the Centers for Rehab Services (CRS), which has more than 45 locations in the region. For more information, call **1-877-AT-REHAB (287-3422)** or ask your case manager, social worker, or doctor.

Nutritional Information

If you would like follow-up nutritional care after discharge, contact the Outpatient Nutrition Department at **412-692-4497**.

At Home

If you have any questions after your discharge, please call the telephone number that is listed on the discharge instructions you receive. In addition, you may receive a follow-up telephone call from a nurse on your unit to see how you are doing.

Patient Satisfaction Survey

After you are discharged, you may receive a survey form in the mail. The patient survey is our tool to know what we are doing well and where we need to improve. It is your tool to let us know how we cared for you. Your response is important to us. If you receive a patient survey, we encourage you to complete it honestly and return it in the envelope provided.

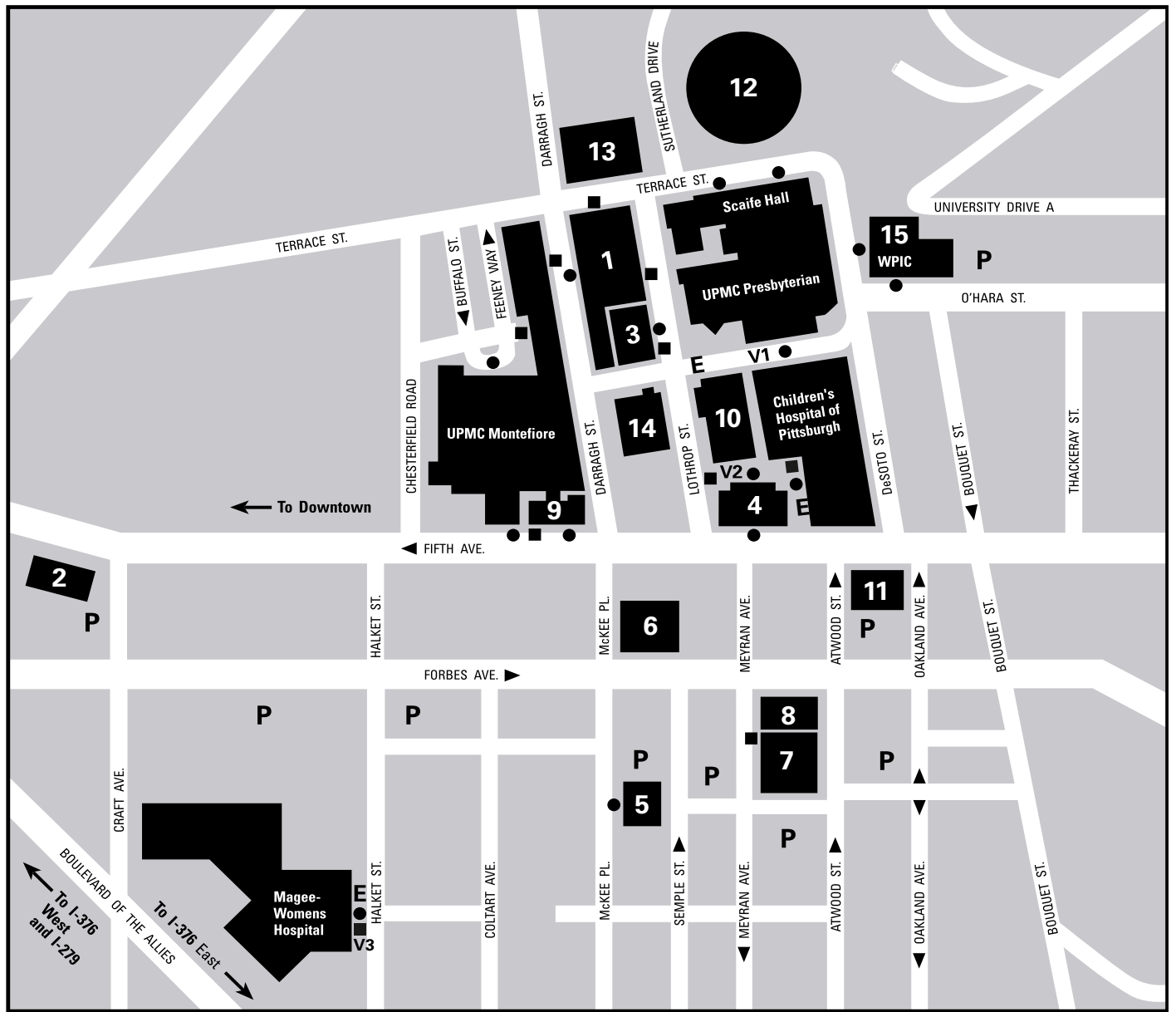
UPMC Patient Education

Channel 48

Title	Start Times		
Breast Self-Exam and Breast Health	8:00 a.m.	4:00 p.m.	12:00 a.m.
Coronary Angiography and Angioplasty	8:15 a.m.	4:15 p.m.	12:15 a.m.
Open Heart Surgery Home Recovery	8:30 a.m.	4:30 p.m.	12:30 a.m.
Chronic Obstructive Pulmonary Disease	8:45 a.m.	4:45 p.m.	12:45 a.m.
Oh My Aching Back	9:00 a.m.	5:00 p.m.	1:00 a.m.
Pharmaceutical Stress Test W/Nuclear Imaging	9:15 a.m.	5:15 p.m.	1:15 a.m.
High Blood Pressure Compliance	9:30 a.m.	5:30 p.m.	1:30 a.m.
CT Scan	9:45 a.m.	5:45 p.m.	1:45 a.m.
MRI	9:50 a.m.	5:50 p.m.	1:50 a.m.
Nuclear Medicine	10:00 a.m.	6:00 p.m.	2:00 a.m.
Ultrasound	10:05 a.m.	6:05 p.m.	2:05 a.m.
Short-Circuiting Stress	10:10 a.m.	6:10 p.m.	2:10 a.m.
Feeling Better With Pain Medicine	10:30 a.m.	6:30 p.m.	2:30 a.m.
Living With Arthritis	10:45 a.m.	6:45 p.m.	2:45 a.m.
Basic Skills for Controlling Diabetes	11:00 a.m.	7:00 p.m.	3:00 a.m.
Diabetes: Preventing Long-Term Complications	11:10 a.m.	7:10 p.m.	3:10 a.m.
Monitoring Your Blood Sugar	11:30 a.m.	7:30 p.m.	3:30 a.m.
Diabetes: Healthy Food Choices	11:45 a.m.	7:45 p.m.	3:45 a.m.
Emotions and Heart Failure Management	12:00 p.m.	8:00 p.m.	4:00 a.m.
Exercise for Heart Failure Patients	12:15 p.m.	8:15 p.m.	4:15 a.m.
Understanding Heart Failure Medications	12:30 p.m.	8:30 p.m.	4:30 a.m.
Nutrition for Heart Failure Patients	12:45 p.m.	8:45 p.m.	4:45 a.m.
Clinical Trials	1:05 p.m.	9:05 p.m.	5:05 a.m.
Controlling Cancer Pain	1:15 p.m.	9:15 p.m.	5:15 a.m.
Women and Heart Disease	1:30 p.m.	9:30 p.m.	5:30 a.m.
Cancer: Fight Back With Nutrition	1:50 p.m.	9:50 p.m.	5:50 a.m.
Ostomy Care at Home	2:20 p.m.	10:20 p.m.	6:20 a.m.
Angina Pectoris	2:45 p.m.	10:45 p.m.	6:45 a.m.
Menopause	3:00 p.m.	11:00 p.m.	7:00 a.m.
Osteoporosis	3:15 p.m.	11:15 p.m.	7:15 a.m.
Guide to Stop Smoking	3:30 p.m.	11:30 p.m.	7:30 a.m.
Pacemaker	3:45 p.m.	11:45 p.m.	7:45 a.m.

Television Channel Guide

2	C-SPAN	29	FOX Sports
3	WBGN	30	CNBC (financial news)
4	WQEX	31	MSNBC (news)
5	WPCB (Cornerstone)	32	CNN (news)
6	KDKA (CBS)	33	Headline News
7	WPGH (FOX)	34	FOX News
8	WTAE (ABC)	35	PCNC (local news)
9	WQED (PBS)	36	TNT
10	WCWB	37	TLC
11	FYI	38	ABC Family
12	WPXI (NBC)	39	Cartoon Network
13	City of Pittsburgh	40	Disney Channel
14	Municipal Services	41	A & E
15	WPNA	42	Lifetime
16	Weather Channel	43	SPIKE
17	CSPAN 2	44	VH1
18	TV Guide Channel	45	E! Entertainment
19	WGN	46	History Channel
20	QVC (home shopping)	47	AMC (movies)
21	PCTV		
22	EWTN (Eternal Word)		
23	TBS		
24	MTV		
25	USA		
26	Nickelodeon		
27	ESPN		
28	ESPN 2		
			Special programming for our patients:
		48	UPMC Patient Education Channel
		49	C.A.R.E. Channel (relaxation)
		50	C.A.R.E. Channel (guided imagery)



Oakland Map Legend

- Building entrances
- ▶ Street direction
- 8. Iroquois Building
- E Emergency Department entrances
- P Public parking facilities
- 9. Kaufmann Medical Building
- UPMC garage entrances for patients and visitors
- 1. Biomedical Science Tower
- 10. Lothrop Hall
- V1 Valet parking for UPMC Presbyterian, Eye & Ear Institute, and Western Psychiatric Institute and Clinic
- 2. Dialysis Center
- 11. Medical Arts Building
- 12. Petersen Events Center
- V2 Valet parking for Falk Medical Building
- 3. Eye & Ear Institute
- 13. Salk Hall
- V3 Valet parking for Magee-Womens Hospital
- 4. Falk Medical Building
- 14. Victoria Building
- 5. Family House
- 6. 3501 Forbes Ave.
- 7. Forbes Tower
- 15. Western Psychiatric Institute and Clinic (WPIC)

For Your Notes:

*University of
Pittsburgh
Medical Center*

*Information
for Patients*

For information about UPMC physicians and programs, call 412-647-UPMC (8762) or 1-800-533-UPMC (8762), or visit our website at www.upmc.com.

The UPMC Presbyterian and UPMC Montefiore Patient Handbook is produced by Corporate Communications. Call 412-647-9900 with questions or comments.

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