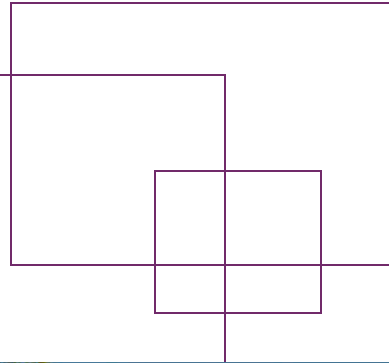


UPMC McKeesport



A Guide to Your Hospital Stay

Your Care. Our Commitment.

Smoke-Free Environment

To protect our patients, visitors, and staff from the harmful effects of second-hand smoke, smoking is not permitted anywhere on UPMC property. All UPMC hospitals, facilities, and grounds, including parking lots, garages, and other outdoor locations such as UPMC-owned sidewalks, are smoke-free. UPMC has no designated smoking areas. If you choose to smoke, you cannot do so on the UPMC campus. A patient who smokes does so against our advice and assumes the risk for any problems as a result of smoking. For information about smoking and how to quit, access the patient education materials on UPMC's website at **UPMC.com/HealthLibrary**. If you're interested in "Becoming a Quitter," call **1-800-QUIT-NOW (1-800-784-8669)** or visit **pa.quitlogix.org**.

Language Interpretation

English:

Please notify your caregiver if you speak [language]. Interpretation services are provided at this facility free of charge.

Nepali नेपाली

तपाईं नेपाली भाषा बोल्नुहुन्छ भने कृपया आफ्नो सेवाकर्मीलाई जनाउनुहोस्। यहाँ नःशुल्क दोभाषे सेवा उपलब्ध गराइन्छ।

Spanish Español

Por favor avise a su proveedor de atención de salud si usted habla español. En estas dependencias se proporcionan servicios de interpretación libres de costo.

Arabic العربية

إن كنت تتكلم العربية، نرجو إبلاغ القائمين بخدمتك. تُقدّم خدمات الترجمة الكلامية في هذه المنشأة انناً

Mandarin 普通话

如果您讲普通话，请告诉您的护理人员。我们免费为您提供口译服务。

Russian Русский

Если вы говорите по-русски, пожалуйста, скажите об этом работнику, осуществляющему уход за вами. Мы предоставляем бесплатные услуги переводчика.

American Sign Language (ASL)

Please let your provider know when you make your appointment that you will need an ASL interpreter.

TV Channel Listing (Updated April 2016)

2	C-SPAN	35	PCNC
3	Care Channel UPMC McKeesport	36	CNBC
4	WQEX-16 PBS Pittsburgh	37	The Learning Channel
5	WPCB-40 Cornerstone TV	38	ABC Family
6	KDKA-2 CBS Pittsburgh	39	Food Network
7	WPGH-53 Fox Pittsburgh	40	Disney Channel
8	WTAE-4 ABC Pittsburgh	41	A&E
9	WQED-13 PBS Pittsburgh	42	Lifetime
10	WPMY-22 My Network TV Pittsburgh	43	Spike TV
12	WPXI-11 NBC Pittsburgh	47	American Movie Classics
13	City Channel Pittsburgh	51	HGTV
14	Patient Education Channel UPMC McKeesport	52	TNT
15	WPCW-19 CW Pittsburgh	53	The History Channel
16	The Weather Channel	54	Comedy Central
17	C-SPAN-2	55	FX
19	WGN	56	BET
20	QVC	57	TV Land
23	TBS	58	Travel Channel
24	MTV	59	VH1
25	USA Network	60	E!
26	Nickelodeon	61	Discovery Channel
27	ESPN	64	Turner Classic Movies
28	ESPN 2	65	Cartoon Network
29	Fox Sports Network Pittsburgh	66	Style
30	Versus	67	Animal Planet
31	The Golf Channel	72	ESPN
32	CNN	75	Jewelry TB
33	Headline News	99	UPMC McKeesport INFO Channel

Patient Education TV Playlist

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

*Start times may vary by a couple of minutes. Thank you for your patience.

Welcome Letter from Mark Sevco, President

Welcome to UPMC McKeesport, where you can expect to receive world-class care close to home. As a longtime member of the UPMC family of hospitals and health care providers, we understand that quality care means more than just providing state-of-the-art technology and clinical expertise. As such, we are committed to providing you with the highest quality care, tailored to meet your individual needs, in a supportive environment that promotes your healing.

The physicians, associates, and leaders of UPMC McKeesport believe that to do this, we must remain committed to our core values at all times:

- Quality and Safety
- Dignity and Respect
- Caring and Listening
- Responsibility and Integrity
- Excellence and Innovation

We understand that a hospitalization can be a stressful time for our patients and their families. We have developed this guide to answer many of the questions you may have and to make your stay at UPMC McKeesport as comfortable and positive as possible.

We are here to provide you with excellent service throughout your stay at UPMC McKeesport. If you have questions about your care or any special needs, we encourage you to speak with your nurse or to contact Patient Relations at **412-664-2005**.

Thank you for choosing UPMC McKeesport to assist you with your medical care.

Sincerely,

A handwritten signature in black ink that reads "Mark Sevco" followed by a horizontal flourish line.

Mark Sevco

President, UPMC McKeesport

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For More Information

If you have any questions about our services, please call the operator at **412-664-2000** 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 McKeesport, you will meet many members of your care team.

Your Health Care Team

At UPMC McKeesport, health care professionals work as a team to plan and provide your care. These include doctors, nurses, care managers, social workers, students, registration staff, and a variety of technicians. All hospital staff and volunteers wear a photo identification (ID) badge that shows their role in caring for you. If you have any questions, please ask any staff member.

Each member of your health care team shares the role of educator. Listen carefully when they explain the reasons for your tests and treatments. If you do not understand, ask questions. Your team members will be glad to share any information available.

Hospitalists

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.

Patient Relations

Naturally, we hope that your stay at UPMC McKeesport is a positive and comfortable experience. All of our staff are committed to providing you with the highest quality medical care and strive to ensure your comfort at all times. If you should have any issues or concerns that cannot be resolved by your nurse, please ask to speak to the unit director or to the administrator on duty (AOD) for assistance.

UPMC McKeesport is committed to assisting you, your family, and your loved ones with any special concerns, unmet needs, and suggestions regarding your hospital care. To speak with Patient Relations staff, please call **412-664-2005**. A representative from Patient Relations will investigate your concerns and report back to you with answers in a timely fashion.

Volunteers

UPMC McKeesport volunteers donate their time to help make our patients as comfortable as possible. Caring volunteers add to the quality of health care by helping patients, families, visitors, and staff. Magazines, books, games, and other crafts are available for patients through Volunteer Services. To spend some time with one of these special volunteers, please call the Volunteer Office at **412-664-2185**.

Patient Safety Procedures

UPMC McKeesport prides itself on providing quality care to patients. As your care providers, we will:

- Wash our hands before and after any procedures or contact.
- Introduce ourselves and make sure our ID badge is visible.
- Check your identification band/bracelet before giving you any medicine or starting any infusion or procedure.
- Explain the care and medicines you will receive.
- Stop any procedure if you tell us to stop.
- Listen to your questions and respond appropriately.

We encourage you to please speak up and remind us if we do not follow these guidelines.

Above & Beyond

Above & Beyond is a program that recognizes staff members for excellence in providing service to our patients and their families. If you would like to honor a staff member for outstanding service, please take a moment to fill out and submit an Above & Beyond form. Forms are available at many locations in the hospital, or ask a staff member for one.

Medicine Safety

When you take medicine, there are important safety issues to consider. Here are guidelines to help you:

1. Keep a record of all medicines you are currently taking. List **all** prescribed and over-the-counter (non-prescribed) medicines, vitamins, minerals, herbs, and other supplements. For each medicine on the list, include the information below:
 - Name of the medicine (brand name and generic name).
 - Date when the medicine was prescribed or started.
 - Reason for taking the medicine.
 - Possible side effects of the medicine.
 - How the medicine should be taken.
 - > How much to take with each dose.
 - > How many doses to take each day.
 - > What time to take the medicine each day.
 - > Whether to take the medicine with food or on an empty stomach.
 - > Any foods or liquids you cannot have while on this medicine.
2. Keep a list of any allergies and reactions to any medicines or vaccines.
3. Take your medicine record and your allergy/reaction list with you to every doctor appointment.
4. Update your medicine record when a new medicine is added or when a medicine is no longer needed.
5. Know other important information about your medicines:
 - How long to keep taking the medicine.
 - What to do if a dose is missed.
 - Whether the medicine needs to be stored in a special way.
6. If you take a lot of different medicines, use a 7-day pill organizer. This can help you to keep track of the correct time and day to take each of your medicines. It will help you to notice if you miss any doses. You can buy an organizer at your pharmacy.
7. Take these other safety tips:
 - Keep medicines stored in their original containers when possible.
 - Keep all of your medicines in one place.
 - Do not store medicines in the bathroom. Unless instructed otherwise, keep medicines away from heat, direct sunlight, and moisture.
 - Do not store medicines next to pet medicines, cleaning products, or other household chemicals.
 - Do not take someone else's medicines.
 - Do not share your medicine with anyone.
 - Use the same pharmacy for all medicines, if possible.

8. Destroy any medicines you no longer use, in order to prevent a mix-up:
 - Take old medicines out of their original containers, and put both in the trash.
 - For added safety, to protect children, pets, and the environment:
 - > Mix the medicine with an undesirable substance, such as used coffee grounds or kitty litter. Then put it in a sealable bag, an empty can, or other type of container.
 - On the label of the medicine's original container, scratch out all identifying information before you put it in the trash.
 - Do not flush medicines down the toilet unless the label or patient information that comes with the medicine says to do so.
 - Call your city or county household trash and recycling service (see the blue pages in the phone book). Ask if a drug take-back program is available. Take-back programs allow you to take unused drugs to a central location for proper disposal.
9. Always talk to your doctor or your pharmacist if:
 - You have a question about any medicine you are taking.
 - You are not able to take the medicine as prescribed.
 - You notice any problems or side effects that may be related to your medicines.
 - You start taking any new medicines that have not been prescribed.

Hearing Assistance

To meet the special needs of patients and visitors who are hearing impaired or deaf, we offer printed educational materials, amplified telephones, closed-captioned television, in-person sign language interpreters, Video Remote Interpreting (VRI), sound signalers, and personal amplifiers. For telephone communication, we have a portable telecommunications device for the deaf (TDD) and access to Video Relay Service (VRS). 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 **412-664-2005**. For more information, visit the Disabilities Resource Center's website at **UPMC.com/DRC**.

Language Interpretation Services

For those who need a language interpreter, a special phone is available with access to 150 different languages. Language interpreter services are available to patients and their families at no cost. For information, contact the nursing staff on your patient unit.

Accessibility

UPMC McKeesport 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. Accessible parking, valet services, accessible patient rooms, assistive listening devices, sound signalers, interpretation services, video remote interpreting, key documents in alternative formats, accessible call bells, communication boards, magnifiers, Hoyer lifts, transfer boards, and other services are available to enhance the patient experience and provide access to our excellent health care services. Access features include:

- Convenient off-street parking designated specifically for persons with a disability, as well as valet services.
- Level access onto the 1st floor, with elevator access to all other floors.

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

Food and Nutrition Services

At UPMC McKeesport, we are dedicated to providing our patients with exceptional care in a comforting, professional environment. To ensure that you receive the highest quality food and service during your hospital stay, we have developed a patient-controlled liberalized diet.

This diet was created so that you can enjoy some of the foods you like most, in addition to meeting your basic nutritional needs. We are dedicated to providing you with nutritious, attractive, and appetizing meals prepared under the supervision of a registered dietitian and served in your room 3 times a day.

Following your 1st meal, you will be able to select items from a menu within your doctor-prescribed diet. If you have any questions or special needs, please call Food and Nutrition Services at **412-664-2281**.

Registered dietitians are available to assess your nutritional needs and for individual counseling. Since your meals are prepared within the limits of your doctor's orders, please check with a dietitian or your nurse before eating any food that is not served by our Food and Nutrition Department.

Appointments can be made to discuss your individual diet needs or to receive outpatient diet instructions as prescribed by your doctor. You can reach a registered dietitian at **412-664-2281**.

A hostess is available to assist you with any needs during meal times.

Patient meals are served at the following times:

- Breakfast: 7 to 8:30 a.m.
- Lunch: 11:15 a.m. to 12:30 p.m.
- Dinner: 4:15 to 5:30 p.m.

Nurses can order late trays for patients who are not in their rooms during these times. Guest trays are available for your visitors for a charge. For more information, please call **412-664-2281**.

The Cafeteria

The UPMC McKeesport Cafeteria is located on A-Level of the Shaw Building and is open for your visitors' convenience during the following hours:

- Breakfast (hot entrée): 6:30 to 9:30 a.m.
- Lunch (hot entrée): 10:30 a.m. to 1:30 p.m.
- Dinner (hot entrée): 3 to 6:30 p.m. (6 p.m. on Friday, Saturday, and Sunday)

Subway® Restaurant

A Subway® restaurant is located on the 1st floor of the Prescott Building. It is open the following hours (subject to seasonal changes):

- Monday through Friday: 7 a.m. to 8 p.m.
- Saturday: 8 a.m. to 5 p.m.
- Sunday: 9 a.m. to 4 p.m.

Telephone and Television Service

As a courtesy to our patients, we offer free TV and phone service in each patient room.

A phone is located in each room for your use. There is no charge for local calls, but long distance calls are billed to your home phone number or personal calling card, or can be made as collect calls.

- To call any hospital department, listen for the tone and dial the **7-digit extension**. A phone directory is located on page 10 and 11, or dial **0** to reach the switchboard operator.
- To make a local call, dial **9 and the outside number**.
- To make a long distance or toll call, dial **9- 1- and the outside number**, and wait for operator assistance.

For your viewing convenience, a color TV has been placed in each patient room. It offers Basic Comcast cable package channels, a listing of which is included in your Admissions Packet. We also have closed caption TV available upon request. As a courtesy to other hospital guests, we ask that you keep the TV volume on low and limit viewing late in the evening.

Cell Phones and Wireless

Wireless Service

Having a loved one in the hospital can be worrisome. We at UPMC want to help you through this experience. For your convenience, free wireless service is available to access the Internet on laptops and other computer devices while in a UPMC Wi-Fi hotspot.

To log on:

- Click “Settings”.
- Click “Network Connections” on your laptop or computer device.
- Choose **GIA (Guest Internet Access)** to connect.

Please read and follow all posted signs in the hospital regarding restrictions on the use of cell phones, wireless computers, and other wireless devices that transmit radio signals. Restrictions may exist in hospital areas such as operating rooms, transplant intensive care rooms, and radiology imaging rooms. Do not use cell phones or any wireless devices within 6 feet of medical equipment in patient care areas.

Phone Directory

You may find the following phone numbers to be useful. From hospital phones, dial the numbers as listed below. From cell phones and phones outside the hospital (except for the hospital operator and Condition Help), dial **412** before the numbers listed on the next page.

Admissions/Registration	664-2550
Condition Help	Dial 111 from any hospital phone
Food and Nutrition Services	664-2281
Gift Shop	664-2465
Hospital Operator	0
Housekeeping	664-2747
Lost and Found	664-2171
Menu Line	664-6787
Nursing Supervisor	664-2070
Parking	664-2424
Pastoral Care	Dial 664-2057
Patient Relations	664-2005

Patient Safety Officer	664-2391
Preadmission Testing	664-2145
Privacy Officer	664-2308
Security	664-2171
Snack Cart	664-2465
Social Services	664-2380
Special Communication Needs (hearing, language, vision)	664-2000
Volunteer Services	664-2185

- Patients have the right to withdraw their consent at any time.
- Patient visitation may be restricted or limited based on clinical issues. The patient will be told if this happens.

Behavioral Health visitation is available as follows:

- Monday through Friday: 7 to 8:30 p.m.
- Saturday, Sunday, and holidays: 1 to 2 p.m. and 7 to 8:30 p.m.

Visiting Information

UPMC McKeesport’s visitor policy is intended to accommodate patient, family, and visitor needs. An important aspect of patient- and family-centered care is open visiting hours, which allow visitors to see patients at times convenient to them.

Basic guidelines of flexible visitation include:

- Visitors will not be confined by specific hours to visit their loved ones in the hospital.
- Patients may be asked not to host more than 2 visitors at one time, in order to promote and maintain a quiet, soothing, healing environment.
- Each visitor who stays overnight needs to have a visitor’s ID badge. Visitors can get an ID badge from the nursing supervisor or Security.
- Children under the age of 12 must always be accompanied by an adult.
- Patients have the right to decide who may and may not visit them, regardless of whether the visitor is a family member, a spouse, a domestic partner (including a same-sex partner), or a friend.
- Patients may name a “support person” who may or may not be a legal representative and can make decisions regarding visitors.

Parking at the Hospital

For the convenience of our patients and visitors, a parking garage is located on Evans Avenue adjacent to the hospital. The garage is open 24 hours a day, 7 days a week. Parking tokens must be used to exit the lot and can be purchased from the token machines for a small fee. Token machines are located on the 1st floor of the parking garage near the elevators, and in the 1 Mansfield elevator lobby.

As a courtesy to our patients, **complimentary valet parking service** is available on the day of service (no token required). Family members and visitors can also take advantage of valet parking for a small fee plus the cost of a token.

CarePagesSM

CarePagesSM are free, private websites that you create and personalize. Family, friends, and patients can create a CarePagesSM website to use during and after a hospital stay and during long-term care. Track your progress toward recovery and share information with loved ones near and far without having to make phone calls. Log on to **www.carepages.com/UPMC** to get started.

E-Cards

If you can't visit your loved one in the hospital, you can still show you care. Just send an E-Card. It's easy to do and free. An E-Card is an electronic greeting card that you can personalize for your loved one who is staying at a UPMC hospital. To get started, log on to ecards.upmc.com. Once you create an E-Card, a staff member will print it out in color and hand-deliver it to your loved one's room at no cost to you.

Condition Help

UPMC McKeesport believes that patients, families, and friends should be provided with a resource to call for immediate help when they feel they are not receiving adequate medical attention.

Condition Help is activated by dialing **111** from any hospital phone and stating that you would like to initiate a Condition Help.

Initiating a Condition Help provides patients, families, and friends with the ability to initiate a Rapid Response Team for any of the following:

- A change in the patient's condition when they have tried to express concerns to the health care team and feel they did not get the proper attention for the situation.
- A situation where they have spoken with the hospital staff from the health care team (doctors and nurses) and still have serious concerns regarding how care is being given, managed, or planned.
- An emergency situation when they are unable to get attention from the hospital staff.

Patient Personal Property

For the protection of valuable property, such as jewelry or cash, we suggest that these items be left at home. If you are unable to have your valuables taken home, you may place them with Security. Notify the nursing staff if you wish to do so. The staff will call Security to have your valuables checked into the valuables locker. This is located at the Security Control Center, on C-level of the Mansfield Building.

These items will be documented on a "valuables receipt" and will be returned to you when you leave the hospital. Personal items, such as eyeglasses, hearing aids, and dentures, should be placed in a container and put inside your bedside stand when not being worn. Containers to store these items are available upon your request.

UPMC is not responsible for any patient valuables or other personal property brought to the hospital.

Gift Shop

The hospital Gift Shop, located on the 1st floor of the Prescott Building and operated by the UPMC McKeesport Junior Committee, is available for the convenience of patients, visitors, and hospital staff. The Gift Shop is open:

- Monday through Friday: 10 a.m. to 3 p.m.
- Saturday: 10 a.m. to 2 p.m.
- Sunday: 10 a.m. to 1 p.m.

The Gift Shop hours may change, depending on the season. The Gift Shop is closed on holidays. Please call **412-664-2465** for direct requests.

Spiritual Care

UPMC McKeesport's Pastoral Care provides a spiritual component to patient care. If you would like a visit from the director of Pastoral Care, or if you would like to arrange a visit from clergy of your faith, please call **412-664-2057**. Our interfaith chapel is located on the 1st floor of the Shaw Building. Family and friends are welcome to use this space for prayer or quiet reflection. This can be particularly helpful during periods of decision and waiting.

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.

Our staff also has responsibility to prevent infections, and they may wear gloves, gowns, masks, or eye protection while caring for you.

- 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/Health Library** from your mobile device or home computer.

Patient Rights and Responsibilities

Effective February 2016

Patient Rights

At UPMC, service to our patients and their families or representatives is our top priority. We are committed to making the hospital stay or outpatient service as pleasant as possible.

We have adopted the following Patient Bill of Rights to protect the interests and promote the well-being of those we serve.

If our patient is a child, then the child's parent, guardian, or other legally authorized responsible person may exercise the child's rights on his or her behalf. Similarly, if the patient is declared incapacitated, cannot understand a proposed treatment or procedure, or cannot communicate his or her wishes about treatment, then the patient's guardian, next of kin, or other legally authorized responsible person may exercise the patient's rights on his or her behalf.

The following rights are intended to serve the patient, his or her family and/or representatives or legal guardian, and we will promote and protect these rights with respect to applicable UPMC policy, law, and regulation.

As an individual receiving service at UPMC you have a right to be informed of your rights at the earliest possible moment in the course of your care, treatment, or service and to exercise your rights as our partner in care.

For your plan of care, you have a right:

- To participate in the development and implementation of your plan of care, including pain management and discharge planning.
- To make informed decisions regarding your care, treatment, or services, by being:
 - > Informed in language or terms you can understand.
 - > Fully informed about your health status, diagnosis, and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable to give this information to you, it will be given to your representative or other appropriate person.
 - > Involved in care planning and treatment.
 - > Informed about the outcomes of care, treatment, or services that you need in order to participate in current and future health care decisions.
 - > Able to have your representative act on your behalf when necessary or desired by you.
 - > Informed by your physician and making your decision if you will give or withhold your informed consent before your physician starts any procedure or treatment with you unless it is an emergency.
 - > Able to make an advance directive and to have facility clinical staff and practitioners comply with these directives during your care.
 - > Assured that a family member or a representative and your physician are notified as promptly as possible if you are admitted to a hospital unless you request that this is not done.

- > Able to request treatment. This does not mean that you can demand treatment or services that are medically unnecessary or inappropriate.
- > Able to refuse any drugs, treatments, or procedures offered by the facility, to the extent permitted by law, and a physician shall inform you of any medical consequences of this refusal.

For your privacy, respect, dignity, and comfort, you have a right:

- To personal privacy, including:
 - > During personal hygiene activities, treatments, or examinations.
 - > Sharing your personal information only with your consent unless otherwise permitted or required by law.
 - > Deciding if you want or do not want involvement of your family in your care.
 - > During clinical discussions between you and your treatment team members.
- To choose who you would like to have as a visitor.
- To give or withhold consent for the facility to produce or use recordings, films, or other images of you for purposes other than your care.

Regarding our staff and environment, you have a right:

- To receive respectful care given by competent personnel in a setting that:
 - > Is safe and promotes your dignity, positive self-image, and comfort.
 - > Accommodates religious and other spiritual services.
 - > Is free from all forms of abuse, exploitation, harassment, or neglect.

- > Will assure that you will be free from restraint or seclusion, of any form, imposed as a means of coercion, discipline, convenience, or retaliation by staff.
- > Provides services without discrimination based upon race, color, age, ethnicity, ancestry, religion, sex, 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 health care.
- To expect that the facility will provide you with information about your continuing health care needs at the time of your discharge and the means for meeting those needs.

Patient Responsibilities

The health care providers of UPMC are committed to working with patients to deliver excellent patient care. UPMC asks that patients work with them to meet the goals related to care and treatment.

Patients are asked to assume the following responsibilities:

1. **Provide a complete health history.** Provide information about past illnesses, hospital stays and outpatient services, medicines and supplements, the names of your doctors, and other matters related to your health history. Please tell us about any conditions that might cause you to require different treatment or additional help, such as allergies or a healing problem.
2. **Participate in your treatment and services.** Cooperate with our staff. Ask questions if you do not understand directions or procedures. You are responsible for your actions if you refuse treatments or don't follow treatment directions. You will achieve the best outcome if you work together with your treatment team to develop a care plan for your time in the hospital, after you leave, or during your outpatient services.

3. **Communicate with our staff.** Let your team members know about any changes in your symptoms or conditions. If you already have an Advance Directive, Durable Power of Attorney (POA), Living Will, or organ/tissue donation, please provide us with a copy. We encourage you to ask questions and to be an active member of your care team. Please be sure your doctor knows what side or site of your body will be treated or operated on before any procedure. We encourage you to insist that staff cleanse their hands before treating you. Please ask our staff to identify themselves before treating you, and remind them to check your identification before treatments or medicines given. Let our staff know if you have any questions or problems or if anything upsets or concerns you. Contact your service location Director or the Patient Relations Representative/ Advocate immediately if you have concerns so that we can assist you.
4. **Appoint a health care representative.** UPMC encourages all patients to appoint a health care representative to serve as a medical decision-maker. This should be someone from your family or support network who can make decisions for you if you become unable to do so. If you do not appoint a health care representative and become unable to appoint one, UPMC will select one for you in accordance with Pennsylvania law. UPMC staff are available to help patients and their families appoint health care representatives and establish a Power of Attorney for Medical Decision-Making.
5. **Comply with your doctor's or doctors' medication treatment plan for this hospital stay or encounter.** Provide a complete list of medications, (prescribed, over the counter, or otherwise) that you are taking. Refrain from using illicit drugs or any medication or supplement not ordered by your doctor during this hospital stay or outpatient encounter. Do not take drugs without the knowledge and approval of UPMC staff. These may complicate your care and interfere with the healing process. UPMC reserves the right to search patient rooms and belongings and to remove medications or supplements not prescribed by your doctor, as well as weapons, or illegal substance or other items considered unsafe for the care environment.
6. **Comply with UPMC's smoke-free policy.** UPMC maintains a smoke-free environment to protect the health of patients, visitors, and staff. Smoking is not permitted on any UPMC property, including buildings, parking lots, and parking garages. You may not smoke in vehicles while on UPMC property. UPMC can provide you with information and strategies to help you quit smoking. If interested, please contact your nurse or team member.
7. **Comply with visitation policies.** Our service locations have visitation policies to ensure a safe, comfortable, and quiet environment for our patients. You are expected to comply with each service location's policy and can obtain a copy of it from your nurse or team member.

8. **Be courteous to patients and staff.** UPMC strives to maintain an atmosphere that promotes healing. You and your visitors are expected to be considerate of other patients and staff members, control your noise level, limit the number of visitors in your room, manage the behavior of your visitors and your visitor's noise level, and respect UPMC property. Your visitors are expected to comply with all service location policies, including isolation policies. Failure to comply may result in being asked to leave. UPMC does not tolerate threatening or harassing behavior nor illegal activity.
9. **Accept your room assignments.** UPMC manages the hospital environment for the good of all our patients. We may move you to another room or another unit based on your needs and the needs of our patients. You are responsible to cooperate with all room assignments. We cannot guarantee a private room to any patient.
10. **Accept your physician, nurse, clinician, and other caregiver assignments.** If you have a concern about a caregiver, please notify your service facility Director or Patient Relations Representative/Advocate. We will review your concern within the appropriate department and make any necessary reassignments.
11. **Protect your belongings.** You are responsible for the safety of your belongings during your hospital stay or outpatient encounter. UPMC is not responsible for any lost or stolen patient belongings. We encourage you to send valuables and medications home or to store them with hospital Security if you are admitted to the hospital.
12. **Arrange transportation home.** You are responsible for arranging your own transportation home from the hospital and may be responsible to pay some or all of the costs related to your transportation unless other arrangements have been made with you. We will arrange transportation for you if you are transferred to another facility or have medical needs for special transportation. These services may or may not be paid for by your insurance depending on your coverage and clinical circumstances.
13. **Make payments for services.** You are responsible for payment of all services provided to you by UPMC. Payments may be made through third-party payers (such as your insurance company), by self-payment, or by making other payment arrangements for services not covered by insurance. Financial assistance may be available for those who qualify. UPMC will not withhold or delay emergency medical screening or stabilizing treatment that is provided pursuant to Emergency Medical Treatment and Active Labor Act (EMTALA).
14. **Keep your appointments.** You are responsible for making and keeping your outpatient appointments. Your services have been planned with you to maximize your health and wellness by following up on your health care needs, including periodic screening, assessment, and treatment. We ask that you respect the appointments that have been scheduled for you and notify us as soon as possible, if for some reason you are unable to keep a scheduled appointment. Please plan with us in advance of situations that may cause you to have difficulty in keeping an appointment.

Non-discrimination in Patient Care

It is the policy of UPMC McKeesport 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 **412-664-2005**.

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

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 Street
Harrisburg, PA 17120
- You may also contact The Joint Commission, a hospital accreditation organization, at:
The Joint Commission-
Office of Quality Monitoring
One Renaissance Boulevard Oakbrook Terrace, IL 60181
(800) 994-6610 or
patientsafetyreport@jointcommision.org
- Concerns regarding quality of care or premature discharge may be addressed to:
Livanta
Attn: Review Services
9090 Junction Drive Suite 10
Annapolis Junction, MD 20701
1-866-815-5440



UPMC McKeesport

1500 Fifth Avenue
McKeesport, PA 15132-2482

412-664-2000

UPMC.com/McKeesport

UPMC is an equal opportunity employer. UPMC policy prohibits discrimination or harassment on the basis of race, color, religion, ancestry, national origin, age, sex, genetics, sexual orientation, gender identity, marital status, familial status, disability, veteran status, or any other legally protected group status. Further, UPMC will continue to support and promote equal employment opportunity, human dignity, and racial, ethnic, and cultural diversity. This policy applies to admissions, employment, and access to and treatment in UPMC programs and activities. This commitment is made by UPMC in accordance with federal, state, and/or local laws and regulations.