

# Patient Handbook

*for UPMC Presbyterian and UPMC Montefiore*



UPMC

Pittsburgh, Pa., USA  
[www.upmc.com](http://www.upmc.com)

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.

ألمركز الطبي بجامعة بتسبرج  
يزود خدمة الترجمة للمرضى  
و عائلاتهم مجاناً

## *From the President*

Dear Patient:

Welcome to UPMC Presbyterian. At the UPMC, we know that quality is more than state-of-the-art clinical services and advanced technology — quality is treating our patients with care and compassion, listening to their ideas, and using their feedback to improve our services. In this spirit, I wanted to share with you three ways that we solicit your input.

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

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

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

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

Sincerely,



John Innocenti  
President  
UPMC Presbyterian Shadyside

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## 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, which 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 7 to 24 hours. To receive this discount, present your parking ticket at the Information Desk or the Admissions Office, 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 days in a row or longer, you or a family member may qualify for a discounted rate starting the 11th day. Call Parking Operations before your 11th day of stay at **412-647-3194**.

**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*

To make it easier for your family to be involved with your care, visiting hours are not restricted. Please talk with your nurse to coordinate times appropriate for you, your care team, and your family. For information about your condition by phone, designate one family member or friend to call the patient unit. That person can then relay the information to others as you wish. When calling for information from outside the hospital, call the patient unit or call the hospital operator at **412-647-2345**.

### *Patient Relations*

Among the many people who will contribute to your care at UPMC Presbyterian are staff of Patient Relations. If you have questions or any problems during your hospital stay, Patient Relations can help you resolve them. To reach Patient Relations, please call **412-647-7615**.

If you are calling after business hours, please leave a message and your call will be returned the following business day.

## **Hospital policies**

### *Cell Phones and Wireless*

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 device within 6 feet of medical equipment in patient care areas.

### *Condition Help*

Condition Help was created to increase the safety of patients while in the hospital. It is a resource to call in an emergency or when a patient cannot get the attention of the health care team. You can call Condition Help for concern about a noticeable change in the patient's medical condition that the health care team is not recognizing. You can call Condition Help for concern about a breakdown in how care is given or confusion over what care is needed. Either the patient or a family member may call.

### **How to access condition help**

Dial **7-3131** from any hospital phone, and give your name, the room number, the patient's name, and the patient's concern. The operator will immediately activate Condition Help. This alerts a team of medical professionals to come to the patient's room to assess the situation.

## *Safety and Security*

It is important to be extra careful and safety-aware while you are in the hospital. Please do as staff 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.

UPMC Montefiore Security **412-648-2555**

UPMC Presbyterian Security **412-647-3191**

## *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 and garages, are smoke-free. UPMC has no designated smoking areas. If you choose to smoke, you cannot do so on the UPMC campus. Anyone who smokes does so against our advice and assumes the risk for any consequences.

Below are tips on quitting smoking. More information about smoking and how to quit is available among the patient education materials on UPMC's website at <http://patienteducation.upmc.com> (click on Smoking).

### **Tips to Quit Smoking**

Smoking harms your health and the health of those around you. Make a plan to quit smoking. Key points to include in your plan:

**Reasons:** Write down your reasons for quitting. Add more reasons to the list as you think of them.

**Attitude:** Work to keep your attitude positive. Focus on how you will benefit from not smoking.

**Triggers:** Know what triggers your urge to smoke. Avoid these things or change your behavior. For example, if the sight of cigarettes, lighters, and ashtrays is a trigger, get rid of them. If coffee is a trigger, change the brand or flavor, where you drink it, and your mug.

**Cravings:** “Think and do” when you get a strong urge to smoke. Mentally go over your list of reasons to quit, and repeat key words such as “stop.” Start deep breathing, squeeze a soft ball, chew gum, exercise, or begin another activity.

**Date:** Set a definite date on which you will stop smoking.

**Pace:** Remember to take it one day at a time.

**Help:** Get support. Tell your doctor and nurse you want to quit. Ask for the UPMC handouts called “Tips to Quit Smoking” and “Journey to a Smoke-Free Life.” Call **1-800-533-UPMC (8762)** to find out about UPMC quit-smoking classes.

## *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 or other small items during your stay. The hospital cannot be responsible for the safety of valuables or other personal items. To deposit valuables in a safe deposit box, please call Security. At UPMC Montefiore, dial **412-648-2555**; at UPMC Presbyterian, dial **412-647-3191**.

## Services and amenities

### *Accommodations*

Patients, caregivers, and loved ones may decide to stay at Family House, a non-profit organization in Pittsburgh that provides affordable, comfortable, and secure accommodations in a home-like environment for those receiving serious or critical medical care. With four locations in the Oakland and Shadyside areas of Pittsburgh, a variety of single rooms, double rooms, and suites are available from \$40 to \$60 a night. For more information, or to inquire about room availability, please visit the Family House website at [www.familyhouse.org](http://www.familyhouse.org) or call the Family House Housing Office at **412-647-7777**.

### *Banking*

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

### *CarePages*

While your loved one is staying with us, take a few minutes and create a CarePages website. It's free and easy to do.

CarePages are free, private websites that you create and personalize. Family, friends, and patients can develop a CarePages website to use during and after a hospital stay and during long-term care.

Log on to <http://www.carepages.com/UPMC> to get started. For help, contact CarePages Customer Support toll-free at **1-888-852-5521**.

### *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, first floor, and a meditation room is located at UPMC Montefiore, 7 Main lobby. Both are open 24 hours a day. Worship services are held regularly. To request a visit from a chaplain or to check the schedule for worship services, please call Pastoral Care at **412-647-7560**.

### *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 <http://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.

### *Food Services*

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

The Café on Seventh, sponsored by the LHAS (Ladies Hospital Aid Society), is located at UPMC Montefiore, 7 Main, off the lobby near the main elevators. Hours are weekdays from 10:30 a.m. to 8 p.m.

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

### *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*. The booklet has information about lodging, food services, transportation, entertainment, and places of worship in and near Oakland. You can request a copy from Patient Relations at **412-647-7615**.

### *Gardens*

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

### *Gift Shops*

Windows on Seventh, sponsored by the LHAS, is a large shop with a wide variety of gifts and flowers and a selection of greetings cards, magazines, and personal items. It is located at UPMC Montefiore, 7 Main, off the lobby. The phone number is **412-648-6107**; the fax number is **412-647-6473**.

Presby Gifts is in the UPMC Presbyterian main lobby and is open 9:30 a.m. to 6 p.m. weekdays and 11 a.m. to 4 p.m. weekends. The shop carries cards, gifts, magazines, and personal items.

### *Hair Salon*

The LHAS Beauty Salon is located at UPMC Montefiore, 7 Main. For a fee, the salon offers a complete line of hair care and retail products, including a wig service. The salon is open to patients, visitors, and staff. Free consultations are provided. Major credit cards are accepted. For hours or to make an appointment, call **412-692-2969**.

### *Hearing Assistance*

To meet the special needs of patients and visitors who are hearing impaired or deaf, we offer printed educational materials, amplified telephones, closed-captioned television, sign language interpreters, and a portable telecommunications device for the deaf (TDD). To obtain a TDD or any of the aids listed above, ask the nursing staff on your patient unit.

### *Language Interpreter*

Language interpreter services are available to patients and their families at no cost. For information, contact the International Patient Relations Center by phone at **412-648-6262**, by e-mail at [internationalcenter@upmc.edu](mailto:internationalcenter@upmc.edu), or on the Web at [www.upmc.com/Internationalpatients](http://www.upmc.com/Internationalpatients). To request an interpreter after normal business hours, dial **412-647-2345**, and ask the hospital operator to page the international liaison on call, pager number **6666**.

### *Lost and Found*

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

### *Mail*

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

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

### *Pharmacy*

Falk Pharmacy can fill 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 is by cash, check, or credit card. To contact Falk Pharmacy, call **412-473-7427**.

### *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**, then follow the prompts. A charge of \$5.25 per day will be assessed to your home telephone bill for phone and TV service. This charge includes cable TV and unlimited local phone 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 phone bill. If you activate local "dialing/television" and hang up, and then *later* decide to activate long distance, you must re-select **1** for local service to get the prompt to press **2** for long-distance service.

The charge for these services will appear on your home phone bill as separate line items: "Hospital Telephone Charge" for local service and television, and "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 (which have no TVs or phones) will not be billed for these services while on these units. Patients who do not have a home phone or who do not live in the United States will be billed directly.

**Phone calls:** To reach phone numbers within the hospital (exchanges **647-**, **648-**, **692-**, and **802-**), dial the last 5 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 phone, please call Patient Relations at **412-647-7615**.

**Note:** Phones are closed to incoming calls from 10 p.m. to 6 a.m.

**TV channels:** TV service includes major network channels and cable channels. You will find channel listings on channel 50 and on page 35 of this booklet. Closed-captioned TV service is available; check the daily newspaper for closed-captioned program selections. Special channels for patients include channel 48, which airs patient education videos. Channels 49 and 51 are the C.A.R.E. channels, designed to help people with stress and anxiety in the hospital. Stress can slow healing, increase the chance of getting an infection, and make pain feel worse. Channel 49 provides nature images and music created specially to reduce stress and anxiety and help you sleep at night. Channel 51 offers guided imagery hourly to help you relax. Channel 99, the Patient Message Channel, gives you general information about UPMC's Oakland hospitals. It also will bring you important messages, such as what to do in the event of a local emergency.

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

## **Patient care**

### *Staff Members*

You will receive care from many staff members during your hospital stay. 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 a medical degree, are doing postgraduate studies in a medical specialty, and contribute to your care.

**Respiratory therapists** provide breathing treatments, exercises, and techniques.

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

**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.

### *Infection Precautions*

#### **Protect yourself from infection**

The most important thing that anyone can do to prevent the spread of germs in the hospital is proper hand hygiene. This is true for patients, staff, and visitors. Hand hygiene means to clean your hands properly. Hand hygiene can be done with soap and water or with alcohol hand sanitizer.

At the least, you should clean your hands:

- after you use the bathroom or bedpan
- after you sneeze, cough, or blow your nose
- after you touch any blood or body fluids
- before you eat

#### **How to wash your hands**

To properly wash your hands with soap and water, follow these steps:

1. Wet your hands and wrists with warm water.
2. Using soap, work up a good lather. Scrub your hands for at least 15 seconds.
3. Rinse your hands well (allow water to flow downward, from arms to hands).
4. Dry your hands with a paper towel.
5. Turn off faucets with a paper towel and then discard it.

#### **How to use hand sanitizer**

To properly use alcohol hand sanitizer, make sure the gel or foam contacts all surfaces of your hands and fingers. Rub the sanitizer until all the alcohol has completely evaporated.

If you cannot get out of bed, ask your nurse for hand wipes or alcohol hand sanitizer.

### *Pain Control*

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*

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

### *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 goal to sustain life. Hospital staff are committed to this goal. 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. Each patient unit has a copy of the policy on UPMC's guidelines on forgoing life-sustaining treatment. You may ask to see the policy. You may also contact the Ethics Consultation Service (see the next section).

### *Ethics Consultation Service*

You or your family may face difficult decisions about medical care. You may have questions or concerns about medical ethics. If so, you may want 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 decisions about life-sustaining treatment, power of attorney for health care, or living wills, and other issues. It can help resolve misunderstandings or disputes that may arise about treatment alternatives. To reach an ethics consultant, tell your doctor, nurse, social worker, or patient representative. You also may 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 if 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 information about writing advance directives or making decisions about life-sustaining treatment, please tell your doctor. Or dial the hospital operator at **412-647-2345** and ask for the Ethics Consultation Service.

## *Consider Organ Donation*

UPMC has a mission to help all patients. For this reason, we are part of a national effort to raise awareness of the need for organ and tissue donations. To aid awareness, staff members ask patients who come to the hospital — or their designated family members — if the patients would be willing to serve as organ or tissue donors. We make a note of the response. Some people may have incorrect ideas about the donor program. As health care professionals, we can help answer your questions about organ and tissue donation so you can make an informed decision. Thousands of people are awaiting organ and tissue transplants. Their chance for renewed 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 (1-800-366-6777)**.

## **Rights and responsibilities**

### *UPMC's Privacy Practices*

UPMC is 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 Patient Relations at **412-647-7615**.

## *Patients' Rights*

At UPMC, 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.

1. A patient has the right to respectful care given by competent personnel.
2. 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 other health care personnel having direct contact with the patient.
3. A patient has the right to every consideration of privacy concerning his or her own medical care program. Case discussion, consultation, examination, and treatment are considered confidential and should be conducted discreetly.
4. A patient has the right to know what medical center rules and regulations apply to patients.
5. A patient has the right to expect emergency procedures to be implemented without unnecessary delay.
6. A patient has the right to quality care and high professional standards that continually are maintained and reviewed.
7. A patient has the right to appropriate assessment and management of pain.
8. A patient has the right to full information in layman'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 the patient, the information shall be given on the patient's behalf to the patient's next of kin or other appropriate person.

9. Except for emergencies, a patient's physician must obtain the necessary informed consent prior to the start of any procedure or treatment.
10. A patient has the right to refuse any drugs, treatments, or procedures offered by the medical center, to the extent permitted by law, and a physician shall inform the patient of the medical consequences of the patient's refusal of any drugs, treatments, or procedures.
11. 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 research program or donor program. The patient or legally responsible party must give informed consent prior to 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.
12. A patient has the right to assistance in obtaining consultation with another physician at the patient's request and own expense.
13. A patient has the right to medical and nursing services without discrimination based upon race, color, age, ethnicity, religion, sex, sexual orientation, national origin, source of payment, or marital, veteran, or handicapped status.

14. A patient who does not speak English will have access to an interpreter.
15. The medical center shall provide a patient or patient designee, upon request, access to all information contained in the patient's medical records, unless access is specifically restricted by the attending physician for medical reasons or is prohibited by law.
16. A patient has the right to expect that good management techniques will be implemented by the medical center when considering effective use of the patient's time and to avoid the personal discomfort of the patient.
17. 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.
18. A patient has the right to examine and receive a detailed explanation of his or her bill.
19. A patient has the right to full information and counseling on the availability of known financial resources for his or her health care.
20. A patient has the right to expect that the medical center will provide him or her upon discharge with information of the patient's continuing medical requirements following discharge and the means for meeting them.
21. A patient has the right of access to an individual or agency who is authorized to act on the patient's behalf to assert or protect the rights set out in this section.

22. A patient has the right to be informed of his or her rights at the earliest possible moment in the course of the patient's hospitalization.

### *Notice of Patients' 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 all forms of 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 that are not medically necessary or are 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.

Concerns also may be addressed to:

Pennsylvania Department of Health  
Div. of Acute and Ambulatory Care  
Room 532, Health and Welfare Building  
625 Forster St.  
Harrisburg, PA 17120-0701

All UPMC hospitals are accredited by the Joint Commission (formerly called Joint Commission on Accreditation of Healthcare Organizations, or JCAHO). If the patient believes his or her concerns about care or safety have not been addressed by

the hospital, the patient also may contact The Joint Commission's Office of Quality Monitoring by phone at **1-800-994-6610** or by e-mail at [complaint@jointcommission.org](mailto:complaint@jointcommission.org).

### ***Patients' Responsibilities***

Thank you for seeking care at UPMC. It is our expectation that you will assume responsibility for the following during your stay:

1. **Provide a Complete Health History:** UPMC expects you to provide information about your past illnesses, hospital stays, medicines, and other matters related to your health history.
2. **Participate in Your Treatment:** UPMC expects you to cooperate with all staff members and ask questions if you do not understand directions or procedures.
3. **Comply with the Smoke-Free Rules:** UPMC is responsible to provide a smoke-free environment for the health of all patients, visitors, and staff. We expect you and your visitors to obey UPMC's smoke-free policy. Smoking is not permitted in any UPMC property, buildings, parking lots, or parking garages. Smoking is not permitted in vehicles while parked in UPMC garages and parking lots. Be aware that some local governments may assess a fine for smoking.
4. **Comply with Visitation Policy:** In order to provide a supportive and caring atmosphere for patients, we need for their loved ones to comply with the visitation policy that exists on the patient's nursing unit. Visitation policies vary by unit. Please consult with your unit director for additional information about the policy on your unit.

5. **Be Courteous to Patients and Staff:** UPMC is responsible to provide an atmosphere that promotes healing for all patients. To this end, we expect you and your visitors to be considerate of other patients and staff members. You and your visitors are responsible to control your noise level, limit the number of visitors in your room, manage the behavior of your visitors, and respect UPMC property.
6. **Appoint a Health Care Representative:** UPMC encourages all patients to establish a power of attorney relationship before becoming too ill to do so. If you become unable to speak for yourself, UPMC expects duly authorized members of a patient's family to be available to our staff to discuss your treatment. You are responsible to appoint a health care representative who will make decisions for you if you become unable to do so. If you do not appoint a decision-maker, UPMC will select one for you in accord with Pennsylvania law. The law provides a priority list to determine who your decision-maker would be.
7. **Make Payment for Services:** You are responsible for payment for all services provided to you by UPMC. Payment 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.
8. **Refrain from Drug Use and Other Violations:** Do not take drugs except for those given to you by UPMC staff. Do not consume alcoholic beverages or toxic substances. These may complicate and endanger the healing process. UPMC reserves the right to search patient rooms and belongings for illegal substances if illegal activity is suspected.

9. **Accept Your Room Assignments:** UPMC reserves the right to manage the environment for the good of one or more patients. For example, we may move you to another room or another unit, or we may restrict your visitors or the number of your visitors. You are responsible to cooperate with all room assignments.
10. **Protect Your Belongings:** You are responsible for the safety of your belongings during your hospital stay. UPMC is not responsible for any lost or stolen patient belongings. UPMC expects patients to leave valuables at home, with family members, or with hospital security.
11. **Arrange Transportation Home:** You are responsible to arrange your own transportation home from the hospital. You also are responsible to pay all costs related to your transportation. UPMC can help you arrange for transfer from the hospital to another facility. However, you are responsible to pay the cost of that transportation yourself, unless your insurance covers it.
12. **Communicate with Our Staff:** UPMC staff and patients are committed to the same goal, achieving a positive result. You are responsible to let our staff know if you have any questions or problems. While you receive care at UPMC, if anything upsets or concerns you, please tell us. Contact your unit director or the Patient Relations department immediately so that we can assist you.

## **Payment and fees**

### *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 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 final 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 Admissions will verify your coverage with your insurance company. For questions about your insurance coverage, you can talk to a financial interviewer at **412-432-5500** or **1-800-854-1745**.

**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 so their services may not be covered.

**Medicare:** We will need a copy of your Medicare card to verify and process your claim. Be aware that Medicare does not cover certain items and services such as cosmetic surgery, some oral surgeries, 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 limits payment 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 office at **412-432-5500** and apply for financial aid. UPMC staff can help you to apply for government assistance programs (Medical Assistance, Medicare), other possible assistance options, and UPMC financial assistance, including charity care.

You can seek aid for your bills for services provided by UPMC doctors and 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. 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's portion of these charges is included in your hospital bill. For questions about your hospital bill, call **412-647-8393** or **1-800-854-1745**.

**Physician Billing:** This bill is sent to you from the doctor's billing office. It is for doctor services, including the reading and interpretation of any test results by a trained physician. You may not have met the doctor in person during your hospital stay. However, if he or she studied and reported on your test results, you will receive a bill. The doctor 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 phone number on the bill.

### ***Medical Records***

The medical record of your hospital stay is confidential, so 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 want a copy for your own review, you pay a base fee of at least \$18. You also pay a copying charge of about \$1.25 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. At least 7 to 10 working days are needed to fill requests. Records will be released only through the mail. On your written request for medical records, 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

### *Discharge Planning*

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 for your at-home care or medicines.

Clinical social workers and care managers can help arrange for discharge to another facility, such as a nursing home or rehab facility. They also can help arrange for home nursing care or home health care equipment or supplies, if needed. You should arrange 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

### *After Discharge*

**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.

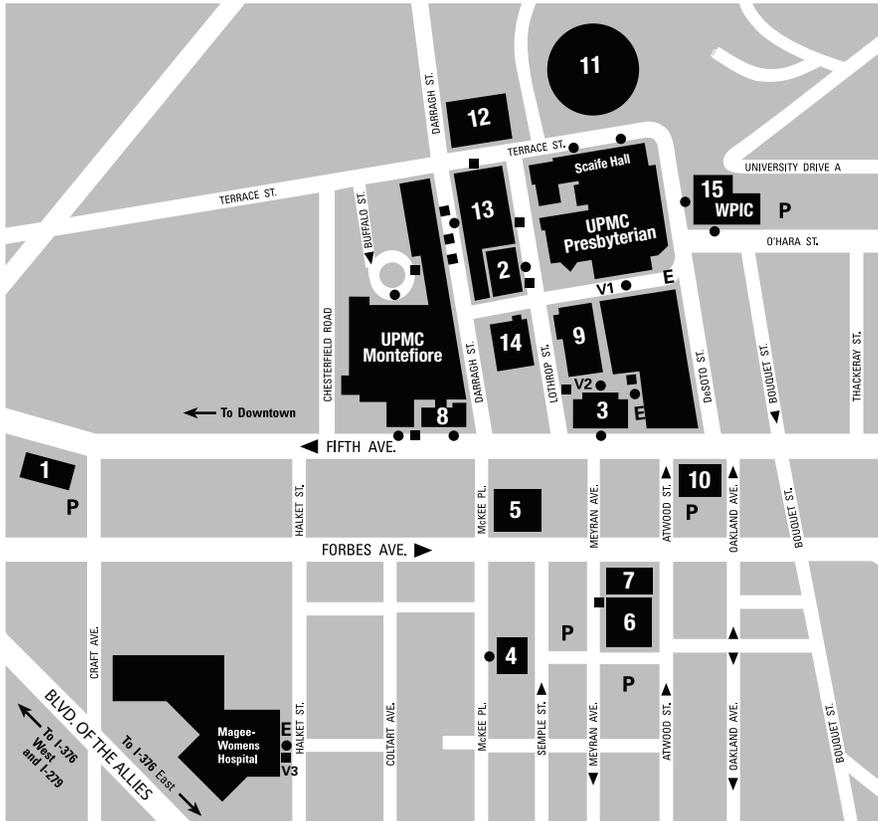
**Nutritional Support:** If you would like follow-up nutritional care after discharge, call the Outpatient Nutrition Department at **412-692-4497**.

**Patient Satisfaction Survey:** After your discharge, 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.

## Television channel guide

- |                                   |  |
|-----------------------------------|--|
| 2 C-SPAN                          | 31 Golf  |
| 3 Comcast                         | 32 CNN   |
| 4 America's Store                 | 33 CNN Headline News                                 |
| 5 WPCB(Cornerstone<br>TeleVision) | 34 FOX News Channel                                  |
| 6 KDKA (CBS)                      | 35 PCNC  |
| 7 WPGH (FOX)                      | 36 TNT   |
| 8 WTAE (ABC)                      | 37 TLC   |
| 9 WQED (PBS)                      | 38 ABC Family  |
| 10 WCWB                           | 39 Cartoon Network                                   |
| 11 FYI                            | 40 Disney Channel                                    |
| 12 WPXI (NBC)                     | 41 A & E Network                                     |
| 13 Local Access                   | 42 Lifetime TV                                       |
| 14 Municipal Services             | 43 SPIKE TV  |
| 15 CW                             | 44 VH1   |
| 16 Weather Channel                | 45 E! Entertainment Television                       |
| 19 WGN                            | 46 History Channel                                   |
| 20 QVC                            | <b>UPMC special programming<br/>for our patient:</b> |
| 21 TBD                            | 48 Patient Education Channel                         |
| 23 TBS                            | 49 C.A.R.E. Channel (relaxation)                     |
| 24 MTV                            | 50 UPMC Channel Listing                              |
| 25 USA Network                    | 51 C.A.R.E. Channel<br>(guided imagery)              |
| 26 Nickelodeon                    | 96 TV Land   |
| 27 ESPN                           | 99 UPMC Special Message<br>Channel                   |
| 28 ESPN 2                         |  |
| 29 FOX Sports                     |  |
| 30 Versus                         |  |

## Oakland campus map



UPMC is an equal opportunity employer. Policy prohibits discrimination or harassment on the basis of race, color, religion, national origin, ancestry, sex, age, marital status, familial status, sexual orientation, disability, or veteran 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.

## Oakland map legend

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

## Notes