

UPMC Pinnacle

Hanover



Pediatric Specialty Therapy Services Patient Information

Therapy Scheduling & Attendance

Your child's therapy appointments are most likely consistent from week to week. If your child is unable to attend a scheduled session, please call us as soon as possible to cancel the appointment. Please refer to your copy of our Attendance Policy for more details.

Facility Delays and Closings

In the event of inclement weather, we encourage you to verify the facility's hours of operation prior to traveling to your appointment by calling UPMC Pinnacle Hanover's Inclement Weather Hotline at 717-316-7100. The Inclement Weather Hotline provides an up-to-date listing of delayed openings, cancellations and early closings of the hospital's outpatient, rehab and satellite services.

If there is a delay that causes the facility to open after your child's scheduled appointment time, or if the facility closes prior to the appointment, the appointment is cancelled and you will be seen at your next scheduled session. If you desire to reschedule, please call the office at 717-316-7337 to check for availability.

Concerning Siblings

We encourage you to attend and actively participate in your child's therapy, as home programs are an integral part of therapy and **essential** for your child's progress. However, other children in attendance may interfere with the patient's ability to participate. If siblings or other children accompany you to the patient's appointment, it is preferred that you wait with them in the waiting room as they must be supervised by a responsible adult. Under certain circumstances, they may accompany the patient into the treatment room. However, children and other family members are not permitted to wander about the gymnasium, and they may not use the equipment or play with toys due to the potential for injury as well as infection control policies.

Cellular Phone Policy

We ask that you silence or turn off cell phones within treatment sessions. Please be respectful of others when using cell phones in the waiting area. Video recording and pictures may be taken with the permission of the therapist, but due to Federal Regulations and Privacy Laws, you must NOT include anyone other than your own child in the video or picture.

No Smoking Policy

Smoking of any kind is not permitted within UPMC Pinnacle Hanover Rehab Centers, outside our facility entrances or in the facility's designated parking lots.

Fragrance Policy

To help protect our patients, family members and employees with allergies, please do not wear perfumes, cologne, aftershave, body lotions or scented products while in the rehab center. *Also, please do not have the smell of tobacco smoke about your person.*

Gifts of Thanks

UPMC Pinnacle Hanover's Code of Conduct does not allow employees to accept gifts, however please feel free to nominate any deserving staff member for our FOCUSED Award. A written letter of thanks may also be forwarded to the attention of the Director of Physical Medicine and Rehabilitation, Cherry Tree Rehab, 785 Cherry Tree Court, Hanover, PA 17331.

Pets Policy

Pets are not permitted inside any UPMC Pinnacle Hanover Rehab Centers location unless the animal functions as a service animal. A copy of our service animal policy is available by request. Patients and visitors are expected to adhere to the guidelines of this policy.

Weapons Prohibited

All weapons are prohibited on UPMC Pinnacle Hanover Rehab Centers' premises, except those in the possession of on-duty law enforcement or security personnel.

For a full copy of our Pediatric Specialty Therapy Patient Handbook go to www.hanoverhospital.org/rehab-services/pediatric-specialty-therapy.aspx.

Outpatient Locations

UPMC Pinnacle Hanover

(Speech Therapy Only)

300 Highland Avenue
Hanover, PA 17331
717-316-2155 / fax: 717-559-0104

Cherry Tree

785 Cherry Tree Court
Hanover, PA 17331
717-316-7030 / fax: 717-467-1079

Pediatric Specialty Therapy

York Street Medical Center
400 York Street
Hanover, PA 17331
717-316-7337 / fax: 717-686-9821

Hillside

250 Fame Avenue, Suite 100
Hanover, PA 17331
717-316-7330 / fax: 717-559-0091

Littlestown

300 West King Street, Lower Level
Littlestown, PA 17340
717-359-4078 / fax: 717-686-9822

Thistle Hill

2030 Thistle Hill Drive, Suite 202
Spring Grove, PA 17362
717-225-6671 / fax: 717-744-8003

Medical Fitness Center*

250 Fame Avenue, Suite 100
Hanover, PA 17331
717-316-3488 / fax: 717-316-6022

**UPMC Pinnacle Hanover Medical Fitness Center is an extension of UPMC Pinnacle Hanover Rehab Centers and is designed to provide an environment where you can continue your exercise program at your leisure to maximize the progress made in formal therapy. Please speak with your therapist, who can provide you with information about the Medical Fitness Center and assist you in setting up a consultation appointment at the conclusion of your formal therapy.*

Questions?

Please do not hesitate to ask questions or voice concerns with your therapist or any other UPMC Pinnacle Hanover Rehab Centers personnel. We want you to be informed and comfortable with all aspects of your therapy.

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This information is provided to you as a guide only, and is not intended to be a substitute for professional medical advice, diagnosis or treatment. If you have questions about your health, physical fitness or medical condition, you should seek the advice of your physician or health care provider.