

Patient Handbook



Welcome

Welcome to UPMC Shadyside. Every member of our staff is working hard to make your stay comfortable and provide you with the quality care you've come to expect from the University of Pittsburgh Medical Center. We want you to feel at home during your stay and will do our best to accommodate your needs.

We have designed this Patient Handbook for you and your family. Please take a few minutes to read through this booklet. Inside you will find a message from our president and information about the people and services contributing to your care. Please call the telephone numbers provided if you need any assistance.

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

Медицинский центр Шедисайд Питтсбургского университета бесплатно предоставляет услуги переводчика пациентам медицинского центра и их семьям.

El UPMC Shadyside provee servicio gratuito de asistencia con lenguajes a pacientes y sus familiares.

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

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

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

المركز الطبي بجامعة بيتسبرج
في شيدى سايد يزود خدمة
الترجمة للمرضى وعائلاتهم مجاناً.

A Message From The President

Welcome to UPMC Shadyside.

At the University of Pittsburgh Medical Center, 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 that feedback to improve our services. In this spirit of listening, I wanted to share with you three ways that we solicit your input.

Patient Relations Department: While I hope that every encounter you have while you are at UPMC Shadyside will be excellent, if you want to address a problem or concern at any time, please call our Patient Relations Department at 412-623-2014. The office is open Monday to Friday from 8 a.m. to 4:30 p.m. and Saturday from 8:30 a.m. to 5 p.m. After hours, please leave a message, and one of our trained representatives will follow up with you on the next business day.

Above & Beyond: We are always looking at ways to find and promote excellence among our staff members. Thus, we have created the Above & Beyond program, which recognizes staff who go the extra mile. If you've had an exceptional experience and want to recognize an employee or unit for outstanding service, please take a moment to fill out an Above & Beyond form. These forms are located in wall-mounted boxes on each unit as well as in common areas throughout the hospital. We post the cards in the cafeteria 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, call Shannon Eisenberg at 412-647-6988; she can answer your questions.

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

Sincerely,



Elizabeth B. Concordia

President

UPMC Presbyterian Shadyside

Hospital Phone Directory

You may find the following hospital phone numbers useful. To dial a hospital number that begins with 623- from a hospital phone, dial 3 and the last four digits.

Family House.....	412-647-7777
Financial Counseling	412-623-1632
Food Services.....	412-623-1659
Hopwood Library.....	412-623-2620
Hospital Operator Assistance (for outside calls).....	412-623-2121
Lost and Found	412-623-2990
Mail.....	412-623-2126
Medical Records	412-623-2069
Organ Donation	412-623-2303
Parking.....	412-623-6257
Pastoral Care Services:	
Minister	412-623-1691
Catholic Priest	412-623-1692
Rabbi	412-623-2538
Patient Information.....	412-623-2023
Patient Relations, Complaints, Special Needs.....	412-623-2014
Safety Hot Line	412-623-3999
Security	412-623-2990

Coming to the Hospital

Parking

Pay parking is available for visitors in the following locations:

- Aiken Avenue Parking Garage, open 24 hours a day, seven days a week
- Centre Avenue Parking Garage, near Shadyside Medical Building, open weekdays, 8 a.m. to 9 p.m., and Saturdays, 8 a.m. to 2 p.m.; closed Sundays and holidays

If you have questions about parking locations, call the Parking office at **412-623-6257**.

Discounts for UPMC Shadyside parking garages are available to patient families. A family member parked seven hours or more on one day can receive a discount by presenting the parking ticket at one of the information desks. On the 10th day of a patient's stay, one family member is offered a discount. A Patient Relations coordinator will deliver discount coupons to your room. If you have questions about the discounts, call **412-623-2014**.

Upon request, UPMC Security provides evening escort service from the hospital to visitors' vehicles. To request an escort, please call **412-623-2990**.

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.

Services for Patients and Families

Banking

For your convenience, bank machines are available in two locations:

- Pavilion, first floor, near the visitor elevators
- Shadyside Medical Building, first floor, across from the Hopwood Library

Blood Donation Center

In collaboration with Central Blood Bank, UPMC Shadyside houses an on-site blood donation center. There is no substitute for human blood. The blood donation center helps ensure that an adequate blood supply is available for those in need. The center is located in the rear of the Cafeteria in Posner Tower and is open to all patients, families, and staff every Friday, 10 a.m. to 2:30 p.m. For more details or for an appointment, call toll-free **1-866-DONORS-1 (366-6771)**.

Cell Phones and Wireless Devices

Medical equipment may be affected by the use of wireless communication devices. Please read and obey all signs posted in the hospital about restricted use of cell phones, wireless computers, and other wireless devices that transmit radio signals. These devices include:

- cellular telephones (cell phones)
- two-way pagers
- portable two-way radios, like walkie-talkies
- CB (citizens band) radios
- wireless PCs (personal computers)
- wireless PDAs (personal digital assistants)

- computer communication devices
- any device that sends a radio signal

UPMC restricts use of wireless devices in these areas:

- ORs (operating rooms) and the Ambulatory Surgery Center
- ICUs (intensive care units)
- patient units
- heart-monitoring (telemetry) units
- testing (diagnostic) and treatment rooms
- clinical labs
- any area where equipment is used to diagnose or treat patients

In restricted areas, your wireless devices must be switched to “OFF.” Staff may use special cell phones to contact each other. These cell phones are safe for use in restricted areas.

Patients and visitors may use cell phones and other wireless devices only in these areas:

- waiting areas
- cafeteria
- common areas not posted as restricted, such as lobbies and hallways

You may not use wireless devices anywhere in the hospital to photograph, film, or record without approval by hospital management.

Chaplains

Chaplains of the Protestant, Catholic, and Jewish faiths are available at the hospital. You can arrange for a visit or ask about religious services by calling the following numbers:

- minister — 412-623-1691
- priest — 412-623-1692
- rabbi — 412-623-2538

If you prefer, you may arrange to have your own clergy visit you. An interfaith chapel is located on the first floor of Posner Tower.

Families and Friends

To assist patients' visitors who come to UPMC Shadyside, we have prepared the booklet *For Families and Friends*. The booklet has information about hospital amenities for visitors and also food services, transportation, lodging, entertainment, and places of worship located in and near Shadyside. You can request a copy from Patient Relations at **412-623-2014**.

If you're a long way from home, you may find the brochure *Where to Stay* helpful to you and your family. The brochure describes the advantages of Family House, the preferred housing provider for UPMC patients and visitors. The phone numbers and rates of local and regional hotels and information about travel arrangements, parking, and oxygen provision also are included in the brochure. For a copy of *Where to Stay*, call Patient Relations at the number above.

Food Services

Your nutrition needs and food preferences will be met with our Patient-Controlled Liberalized Diet Program. Each day you may choose foods similar to the comfort foods you eat at home, unless your doctor says otherwise. A dietary hostess is available to help you plan your menu. The hostess can answer any questions you have. You may also call the Food and Nutrition contact number at **412-623-1659**.

Food Services for Visitors

Your family and other visitors have several options for food services. The Cafeteria serves traditional meals, take-out items, and specialty foods, including kosher sandwiches and cold plates. It is located in Posner Tower, first floor, across from the Gift Shop.

Open for breakfast, lunch, and dinner:
 Monday through Friday: 6:15 a.m. to 7 p.m.
 Saturday and Sunday: 6:30 a.m. to 7 p.m.
 Tuesday through Saturday: 2 a.m. to 4 a.m.
 Holidays, holiday weekends: varies

A snack bar located in the West Wing lobby is open weekdays, 6 a.m. to 8 p.m. Vending machines with cold food items are located throughout the hospital campus.

Gift Shop

The Gift Shop is located on the first floor of Posner Tower. The shop is open weekdays, 8:30 a.m. to 6:30 p.m.; weekends, 10 a.m. to 4 p.m.; and some holidays. The phone number is **412-623-2058**.

Hopwood Library

The Hopwood Library is a health resource center for patients and families. It is located on the first floor of UPMC Shadyside, just beyond the Shadyside Medical Building entrance. The library features information on specific diseases, drugs, treatments, and a host of other health-related topics. A librarian can help you find the information you need. Call **412-623-2620** for library hours.

Lost and Found

The lost and found service is operated by hospital Security. To ask about a lost item or to report a found item, call **412-623-2990**.

Mail

Your cards and letters are delivered to your patient unit weekdays. Friends and relatives should address mail to you as follows:

Your full name
Your room number and floor
UPMC Shadyside
5230 Centre Ave.
Pittsburgh, PA 15232

If mail comes to the hospital after your discharge, we will forward it to your home.

Give outgoing mail to your nurse, or drop it off at the nursing station. The U.S. Postal Service picks up outgoing mail Monday through Saturday. Public mailboxes are located in the lobbies of Posner Tower and the Shadyside Medical Building. Postage stamps are available for purchase in the Gift Shop.

Electronic Cards

UPMC Shadyside patients may now receive electronic cards (E-cards) from family members and friends. To send E-cards from any computer, visit the UPMC E-Cards website at <http://ecards.upmc.com>. A designated hospital staff member receives and prints out the color card that is sent, then hand-delivers it to the patient. For the convenience of visitors, computer terminals are located in many of the hospital's waiting rooms.

Newspapers

Complimentary daily newspapers are delivered to your room with your morning food service.

Patient Relations

Among the many people who will contribute to your care at UPMC Shadyside are staff of Patient Relations. If you have questions or have any problems during your hospital stay, Patient Relations can help you resolve them. To reach Patient Relations, please call **412-623-2014**.

Special Needs

For patients and visitors with special needs due to hearing impairment, visual impairment, or language barriers, the hospital offers printed educational materials, amplified telephones, closed-caption television, sign language interpreters, foreign language interpreters, and a portable teletypewriter (TTY) for the deaf. Call **412-623-2014** for assistance.

Concierge

Patient Relations also provides concierge service by request for non-medical needs such as:

- personal items not available on the patient unit
- fax, photocopy, and notary service
- calling cards
- cultural, ethnic, or religious items
- hair styling service

Please call **412-623-2014** for assistance.

Pharmacy

You may have your prescriptions filled to take home with you at the full-service pharmacy at Hillman Cancer Center, ground level. If you are interested in this service, tell your nurse, and your medications will be delivered to your room before you are discharged.

Relaxation

Most people have high levels of stress and anxiety when they are in the hospital. Stress can slow healing, make your body prone to infection, and make your pain worse. The following services are designed to help you relax.

C.A.R.E. Channels

Turn to the C.A.R.E. channels on your hospital room TV. These channels were specially created to help patients in the hospital relax. Channel 49 provides nature scenes for relaxation during the day. At night, it shows stars in the sky to help you sleep. The music was composed and produced especially to reduce stress.

Channel 50 incorporates guided imagery, a method to help patients use active imagination. Studies have shown that patients can decrease their anxiety and discomfort by using guided imagery. The C.A.R.E. channels are provided by the UPMC Healthy Lifestyle Program and by Healing HealthCare Systems, who are committed to providing an environment that supports healing, health, and care.

Therapeutic Touch

Therapeutic touch is a simple, gentle, non-invasive technique used to induce relaxation and diminish pain. We offer therapeutic touch as part of UPMC Shadyside's commitment to innovative approaches to patient care. For more information, ask your nurse or doctor.

Safety and Security

To ensure the safety of patients, visitors, and staff, please comply with staff members' requests regarding UPMC policies. Follow hospital rules, and ask your visitors to do the same. Security service is available 24 hours a day. You can reach the Security department at **412-623-2990** if you need assistance.

Shuttle Service

Free shuttle service is available for patients and visitors. The Blue Shuttle serves UPMC Shadyside, the three Family House locations, and UPMC facilities in Oakland. The shuttle operates weekdays, 6 a.m. to 6 p.m. On weekends and holidays, hours are 8 to 11:30 a.m. and 6 to 9:30 p.m. Ask for a Blue Shuttle schedule at any information desk in the hospital.

Smoking

Smoking is not permitted anywhere inside UPMC Shadyside. UPMC promotes good health for all patients, visitors, and staff. As a result, all UPMC buildings are smoke-free.

Outdoor Smoking Areas

The designated smoking areas are outdoors, between the East Wing and the Aiken Avenue Parking Garage and between the West Wing Concourse and the School of Nursing building.

Tips to Quit Smoking

Smoking harms your health and the health of those around you. Make a plan to quit smoking. Here are 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.

Telephone and Television

When you are admitted to a regular inpatient unit, you will need to activate phone and TV services. Simply pick up the phone, dial **3-6666**, and follow the prompts. You cannot call phone numbers outside the hospital until you activate service. If you do not activate service, you still can receive phone calls from outside the hospital and can call numbers within the hospital.

A fee of **\$5.25 per day** will be charged to your home telephone bill for local 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 do not activate service, you will not be charged.

You also may add unlimited, nationwide long distance to your phone service. The cost is an **additional fee of \$4 per day, plus a one-time activation fee of \$2**, charged to your home telephone bill. Without long-distance service, you must use a phone calling card or

operator assistance to place long-distance or toll calls. If you activate local phone and TV service and **at a later time** decide to activate long-distance service, first you must re-select “1” for local service. Then you will receive the prompt to press “2” for long-distance service.

On your home telephone bill, these services will appear as a separate line item: “Hospital Telephone Charge” for local phone service and TV and “Tele-Link USA” for long-distance phone service. Your local phone company and regulatory authorities will apply taxes. On intensive care or critical care units, there are no TVs or phones. Patients are not billed for phone and TV services while they are 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 place phone calls, follow these directions:

Within the hospital: To reach numbers with exchange 623, dial 3 and the last four digits.

Local: To reach local calling areas 412, 724, and 878 after you activate service, dial 9 + 1 + area code + phone number.

Long-distance or toll: If you wish, you may activate unlimited, nationwide long-distance service, and then dial 9 + 1 + area code + 7-digit phone number.

If you do not activate long-distance service, you must call collect, third party, or with a credit card or calling card. To reach long-distance service providers, follow the instructions on your calling card or dial 9 + 0.

If you have any problems with the telephone, please tell the staff on your patient unit.

TV Channel Guide

2	C-SPAN	33	CNN Headline News
3	WBGN	34	FNC (FOX News)
4	WQEX	35	PCNC (local news)
5	WPCB (Cornerstone)	36	TNT
6	KDKA (CBS)	37	TLC (The Learning Channel)
7	WPGH (FOX)	38	ABC Family
8	WTAE (ABC)	39	TOON (Cartoon Network)
9	WQED (PBS)	40	Disney Channel
10	WCWB (WB22)	41	A&E Network
11	FYI	42	Lifetime TV
12	WPXI (NBC)	43	SPIKE TV
13	City channel	44	VH1
14	Municipal services	45	E! (Entertainment)
15	WPNA	46	History Channel
16	The Weather Channel	47	AMC
17	C-SPAN 2	<i>Special programming for our patients:</i>	
18	TV Guide Channel	48	UPMC Patient Education Channel
19	WGN	49	C.A.R.E. Channel (relaxation)
20	QVC Home Shopping	50	C.A.R.E. Channel (guided imagery)
21	PCTV	51	Message board
22	EWTN (Eternal Word)	55-65	Patient education on demand
23	TBS	Valuables	
24	MTV	Please leave valuables — such as jewelry, large amounts of cash, and sentimental items — at home. You may need a small amount of cash for newspapers, magazines, or other items during your stay. The hospital cannot be responsible for the safety of valuables and personal possessions.	
25	USA Network	Hospital Security has a limited number of safe-deposit boxes. To deposit valuables in a safe-deposit box, call 412-623-2990 .	
26	NICK (Nickelodeon)		
27	ESPN		
28	ESPN 2		
29	FOX Sports		
30	CNBC (financial news)		
31	MSNBC (news)		
32	CNN (news)		

Our Privacy Practices

At UPMC, we're committed to protecting the privacy of your medical information, as federal and state laws require. When we say "information," we mean health, treatment, or payment information that identifies you. UPMC's Notice of Privacy Practices explains how we meet this commitment. The notice also explains your legal rights about what is in your health record. All the people and places that make up UPMC must follow the notice. If you would like a copy of the notice, please contact a Patient Relations representative at **412-623-2014**.

Patients' Rights and Responsibilities

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

Patient Rights

A patient has the right to medical, nursing, and other health care services available at UPMC Shadyside without discrimination based upon race, color, religion, sex, sexual orientation, national origin, sources of payment, or marital, veteran, or disabled status.

- A patient has the right to respectful care given by competent personnel.
- A patient has the right, upon request, to be given the name of his or her attending physician, the names of all other physicians

directly participating in his or her care, and the names and functions of all other health care personnel having direct contact with the patient.

- A patient has the right to every consideration of privacy concerning his or her own medical care. Case discussion, consultation, examination, and treatment are considered confidential and should be conducted discreetly.
- A patient has the right to know which UPMC Shadyside rules and regulations apply to patients.
- A patient has the right to expect emergency procedures to be implemented without unnecessary delay.
- A patient has the right to appropriate assessment, quality care, and high professional standards that are continually maintained and reviewed.
- A patient has the right to full information in layperson's terms concerning his or her diagnosis, treatment, and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable to give such information to a patient, the information will be given on the patient's behalf to the patient's next of kin or other appropriate person.
- Except in emergencies, a patient's physician must obtain the necessary informed consent prior to the start of any procedure or treatment.

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

- UPMC Shadyside protects patients and respects their rights during research, investigation, and clinical trials involving human subjects.
 - A patient asked to participate in a research or donor program must be given a description of the potential discomforts and risks associated with the program.
 - A patient asked to participate in a research or donor program must be given a description of alternative services that may prove advantageous to him or her.
 - A patient asked to participate in a research or donor program must be given a full explanation of the procedures to be followed, especially those that are experimental in nature.
 - A patient asked to participate in a research or donor program must be told that he or she may refuse to participate, and that refusal will not compromise his or her access to health care services.
4. be informed of his or her status, be involved in care planning and treatment, and have the ability to request or refuse treatment; (Note: This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate.)
 5. formulate advance directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives;
 6. have a family member or a representative and his or her own physician notified as promptly as possible of the patient's admission to a hospital;
 7. personal privacy;
 8. receive care in a safe setting, free from verbal or physical abuse or harassment;
 9. confidentiality of his or her clinical records and the ability to access information contained in his or her clinical records within a reasonable time frame; and
 10. be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience, or retaliation by staff.

Notice of Patient's Rights

UPMC seeks to ensure the protection of each patient's physical and emotional health and safety. The following is a list of patients' rights while in the care of UPMC Shadyside. 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;

Filing a Grievance

If a patient or a patient's representative believes that UPMC has violated any of the rights enumerated on this page, he or she should contact the hospital's Patient Relations representative to file a grievance. UPMC Shadyside Patient Relations can be reached at **412-623-2014**. Upon receipt of the grievance, UPMC Shadyside 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 Shadyside and who are available to assist patients and the health care team.

Concerns may also be addressed to the Pennsylvania Department of Health, Department of Health, Div. of Acute and Ambulatory Care, Health and Welfare Building, P.O. Box 90, Harrisburg, PA 17108-0090. The phone number is **1-800-254-5164**.

All UPMC hospitals are accredited by the Joint Commission on Accreditation of Healthcare Organizations. 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 calling **1-800-994-6610** or by sending e-mail to complaint@jcaho.org.

Patient Responsibilities

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

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

Financial Assistance Options

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

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

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

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

Leaving the Hospital

Discharge time is at or before 11 a.m. You can check with your nurse for a more specific discharge time. To help you plan ahead, you will be given a day-of-discharge checklist. It contains easy-to-follow instructions for the person who will be taking you home.

At Home

If you have any questions after your discharge from the hospital, please call the phone number on your discharge instructions. In addition, a nurse on your patient unit may call you at home to see how you are doing.

Patient Satisfaction Survey

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

Notes:

For information about physicians and programs, call 412-647-UPMC (8762) or 1-800-533-UPMC (8762).

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

The University of Pittsburgh Medical Center 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.



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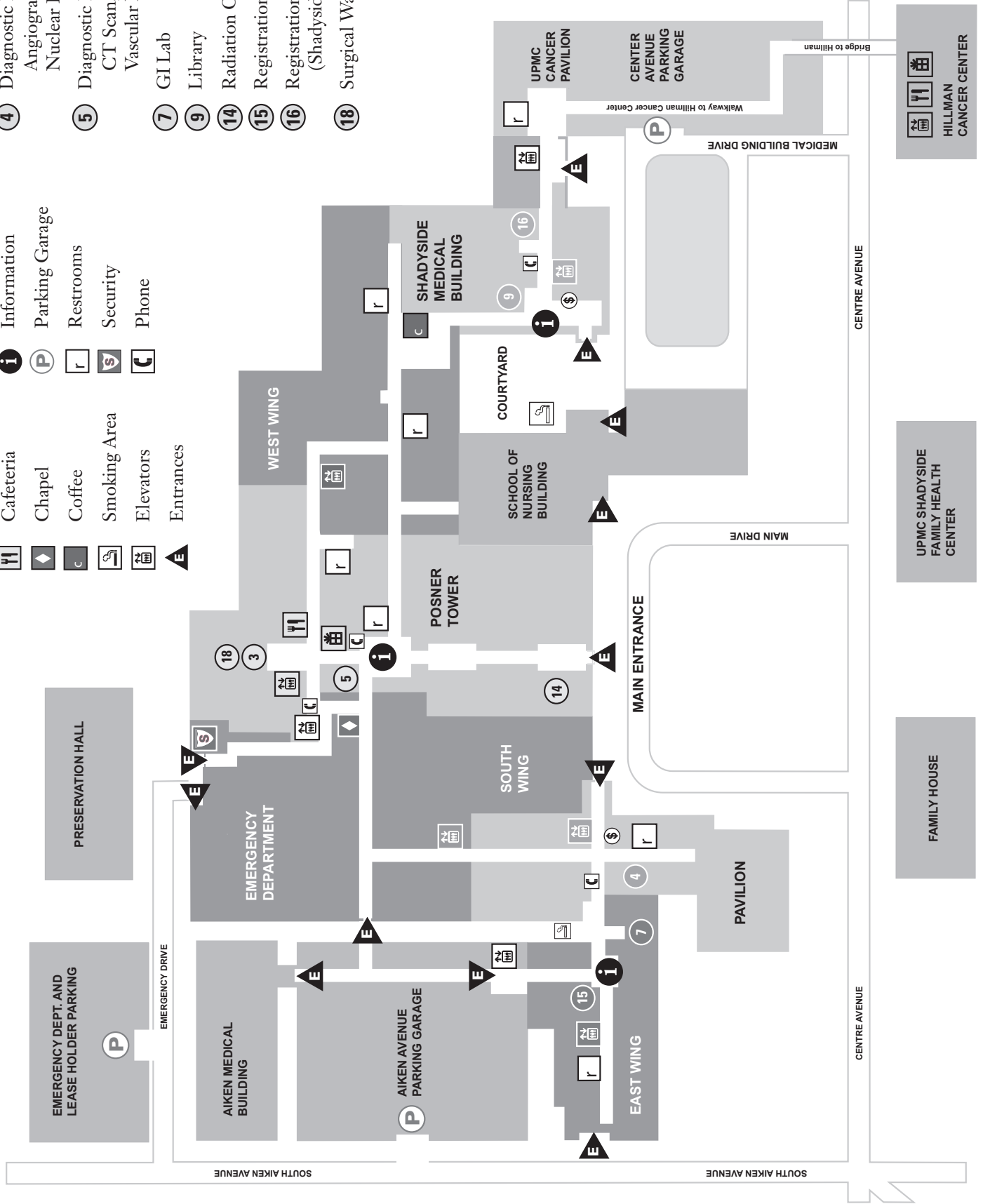
UPMC Shadyside

Services / Other

-  ATM
-  Cafeteria
-  Chapel
-  Coffee
-  Smoking Area
-  Elevators
-  Entrances
-  Gift Shop
-  Information
-  Parking Garage
-  Restrooms
-  Security
-  Phone

Departments

-  3 Day of Admission Surgery
-  4 Diagnostic Imaging (Pavilion)
Angiography, MRI,
Nuclear Imaging
-  5 Diagnostic Imaging (Posner)
CT Scan, Peripheral
Vascular Lab, Ultrasound
-  7 GI Lab
-  9 Library
-  14 Radiation Oncology Center
-  15 Registration/Testing (East Wing)
-  16 Registration/Testing
(Shadyside Medical Bldg.)
-  18 Surgical Waiting Area



FAMILY HOUSE

UPMC SHADYSIDE
FAMILY HEALTH
CENTER

HILLMAN
CANCER CENTER