

UPMC LIFE
CHANGING
MEDICINE

About Your Surgery

UPMC CARLISLE
UPMC HANOVER
UPMC LITITZ
UPMC MEMORIAL
UPMC PINNACLE COMMUNITY
OSTEOPATHIC
UPMC PINNACLE HARRISBURG
UPMC PINNACLE WEST SHORE

SURGERY GUIDE

We're here for you.

Your surgery is scheduled for: _____

at _____

Please see page _____ for information specific to the location where you are having your surgery.

All of us at UPMC Pinnacle are here for one reason — to take care of you. For more than 140 years, our caring, professional staff has been setting new standards of excellence as we strive to bring you the best in comfortable, affordable, quality health care.

This booklet was prepared to help you understand some of our services and procedures. Please bring this folder and all forms with you to the hospital on the day of testing and admission. If you have any additional questions, please speak with your physician or with any member of our staff.

We thank you for putting your trust in UPMC Pinnacle. To serve you is our responsibility and pleasure. Any suggestions that you have to improve our services are welcome.

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Arrival to the hospital checklist:

Report to: _____ Arrival time: _____

Nothing to eat or drink after: _____

Other instructions: _____

Medications: *Bring list of medications to hospital*

Please take the following medications the morning of surgery with a small sip of water: _____

Do not take the following medications the morning of surgery: _____

REMINDERS:

- **Make sure you have someone available to drive you home after your surgery.**
- Please ensure you have a responsible adult staying with you overnight after your surgery.
- Remove **all** jewelry, including rings and all types of body piercings and dermals. Rings cannot be taped.
- Do not chew gum or eat hard candy the morning of surgery.
- Do not smoke after midnight the night prior to surgery.
- You may brush your teeth the morning of surgery—please swish and spit; do not drink.
- No makeup, no lotion, no powder, no deodorant, no alcohol-based hair products (e.g., gel, hairspray).
- Shower as usual the morning of surgery with antibacterial soap (e.g., Dial or Safeguard). If your surgeon provided special soap, please shower as directed by the surgeon’s office.
- Please leave all valuables at home.
- Leave all medications at home except for:
 - Prescription eye drops
 - Inhalers
- Wear clean, loose, and comfortable clothing and sturdy walking shoes.
- Leave suitcases/canes/walkers in the car— a family member can retrieve them once you receive a room assignment.
- **What to bring to the hospital:**
 - This booklet with the next page completed for all prescription medications and over-the-counter medications as well as last doses
 - Insurance cards
 - Photo ID
 - CPAP machine, if applicable
 - Prescription eye drops and inhalers

My Medication List

Please complete this medication list before the day of surgery and bring it with you to the hospital.

Name Date of surgery

Name of medication	Dose/amount	Number of times taken per day	Date/time of last dose	Take morning of surgery (yes/no)

Scheduling Preadmission Testing

Preadmission testing (lab work, EKGs, x-rays, etc.) can be done on a walk-in basis at a number of locations across seven counties. Please refer to page 26 for a list.

The Day of Preadmission Testing

- Please bring this booklet, a photo ID, all of your insurance cards, and any papers given to you at your physician's office.
- A parent or legal guardian must accompany all minors under 18 years of age.
- Do not fast unless instructed to do so by your surgeon. The last meal eaten before coming for preadmission testing should be low in fatty foods, milk, and milk products.
- Please refer to the page number written on page 1 of this booklet for more information about the hospital where you will be receiving your surgery, including parking details and where to go when you arrive.

Taking Medicine Before Surgery

In general, you can take all medications, including pain and acid reduction medications as well as beta-blockers, early in the morning of your surgery with a sip of water. Please note the following exceptions:

It is recommended that patients DO NOT take the following medicines. You MUST discuss stopping these medications with the prescribing provider before stopping:

- **MAO inhibitors** (for example, Nardil and Parnate) should be stopped two weeks prior to surgery.
- **Blood thinners** (including, but not limited to, aspirin products, ibuprofen, Motrin, Plavix, Eliquis, Warfarin, Effient, Pradaxa, and NSAIDS) should be stopped one week prior to surgery unless otherwise instructed by your prescribing physician.
- **All amphetamine class of medications** (for example, Adderall, Vyvanse, Ritalin, Concentra, Strattera, etc.) should be stopped one week prior to surgery unless otherwise instructed by your prescribing physician.
- **ACE inhibitors** (for example, Lisinopril, Enalapril, Quinapril, etc.) should **NOT** be taken the morning of surgery.
- **Diuretics**, also known as "water pills" (for example, furosemide, and hydrochlorothiazide), should **NOT** be taken the morning of surgery.
- **Buprenorphine** (e.g., Suboxone, Subutex, Buprenex, Belbuca, Bunavail, Butrans, Probuphine, Sublocade, Zubsolv, and potentially other drug brand names) requires special consideration prior to surgery. Please notify your surgeon as soon as possible if you are taking this medication.
- **Angiotensin receptor blockers (ARBs)** (for example, losartan, valsartan, Benicar, Cozaar, etc.) should **NOT** be taken the morning of surgery.
- **Dietary supplements and vitamins** should be stopped two weeks prior to surgery.
- **Herbal medications** should be stopped two weeks prior to surgery.
- **Diet pills** (for example, Pondamin, Fastin, Phentermine) should be stopped two weeks prior to surgery.

- **Contrave and Revia** should be stopped 72 hours prior to surgery.
- **Transcatheter aortic valve replacement (TAVR)** patients should **NOT** take their beta blockers the morning of surgery.

For patients who have diabetes, it is best to receive instructions from your physician who prescribes your diabetic medication. Instructions will be reviewed during your pre-op phone call to discuss the medications you should take the evening before and the day of surgery.

Cardiac Surgery Patients:

Please follow all medication instructions as outlined by the surgeon's office.

Medical Marijuana:

Federal law still prohibits the possession and utilization of marijuana in any form, under any circumstance. Therefore, UPMC Pinnacle prohibits the possession and utilization of marijuana in any form (including CBD oil) on UPMC Pinnacle property. If you are prescribed medical marijuana, please do not bring it to the hospital. Please discuss with your surgeon and or prescribing provider an appropriate alternative.

Before Your Surgery

Approximately Seven Days Prior to Your Surgery

Approximately one week prior to your surgery, a member of the preadmission department will call you to complete your preadmission medical history and obtain a list of your medications.

If are taking a blood thinner or are on aspirin products, ibuprofen, Motrin, Plavix, or NSAIDS and you have not received instructions from your prescribing provider on when or if to discontinue prior to your surgery, please call them today to receive those instructions.

Additionally, during this call, all patients ages 12 to 55 who have a uterus will be notified of the UPMC Pinnacle pregnancy testing requirements prior to surgery.

If your doctor provided a home pregnancy test to you in the office, it must be completed within seven days of your scheduled procedure. If the pregnancy test is positive, patients are to contact their surgeon right away.

One Business Day Prior to Your Surgery

On the business day prior to your surgery, a member of the preadmission department will call you to provide your surgery time, arrival time to the hospital, and all final instructions. **Please have this booklet available when you receive this call.**

If you have not been called by 4 p.m., please contact the hospital preadmission testing department of the hospital where you will be having surgery. Please note: the preadmission department is closed on holidays and weekends.

UPMC Carlisle

Phone: 717-960-3465

Hours: 7:30 a.m. to 4:30 p.m., Monday through Friday

UPMC Hanover

Phone: 717-316-3617

Hours: 8 a.m. to 6 p.m., Monday through Friday

UPMC Lititz

Phone: 717-625-5552 or 717-625-5338

Hours: 7:30 a.m. to 5 p.m., Monday through Friday

UPMC Memorial

Phone: 717-849-5674 or 717-849-5676

Hours: 7:30 a.m. to 5 p.m., Monday through Friday

UPMC Pinnacle Community Osteopathic, UPMC Pinnacle Harrisburg, and UPMC Pinnacle West Shore

Phone: 717-963-6522 or 717-963-6530

Hours: 7 a.m. to 7:30 p.m., Monday through Friday

The preadmission department experiences a high call volume. If you need to leave a message, please be sure to leave your name, date of birth, and the specific time and phone number that works best for you. We will make every attempt to return your call at the time you request.

The surgery time schedule is not finalized until the day prior to surgery. Although your surgeon's office can estimate when you will have your surgery, your final arrival time to the hospital and surgery time will be determined by the hospital.

Instructions Before Your Surgery



Fasting Instructions

- Patients coming in for surgery/procedures should not have anything to eat or drink after midnight the night prior to surgery unless otherwise instructed on the preadmission call the business day prior to surgery.

Other Reminders

- Please complete the medication list on page 3. Leave all of your regular medications at home, except inhalers and prescription eye drops, unless your physician specifically asks you to bring them. Bring any inhalers and eye drops along with you and give them to your nurse when you arrive.
- Please remember to bring your insurance cards and photo ID.
- Arrange for a friend or relative to drive you home after the surgery or procedure. **You may not drive yourself home after receiving anesthesia.**
- Please ensure you have a responsible adult staying with you overnight after your surgery.

- Two adults may accompany children who are having outpatient surgery. Please don't bring children other than the patient.
- UPMC Pinnacle does not accept responsibility for the loss of or damage to any belongings brought into the hospital except for those that have been deposited in the hospital safe. Patients are urged to leave articles at home that they consider to be of personal value. Belongings that are retained at the bedside are the sole responsibility of the patient.
- Since eyeglasses, contact lenses, prosthesis, and dentures must be removed before surgery, please remember to bring protective containers. Please bring your own contact solution.
- Jewelry and body piercings may increase a patient's risk of surgical burns from the medical equipment used during surgery.

All jewelry, including piercings of any type, i.e. any skin piercings or dermals, and your wedding band, must be removed. If your wedding band cannot be removed, please go to a jeweler to have it removed.

- Shower or bathe and brush your teeth as usual the morning of surgery. Please swish and spit; do not drink.
- Please do not wear lotion, powder, deodorant, makeup, or alcohol-based hair product (e.g., gels, hairspray).
- Wear loose, comfortable clothing and shoes with flat heels.
- Money, credit cards, or other valuables should be left at home. Keep no more than \$5 at your bedside for newspapers or small convenience items.
- Do not smoke after midnight prior to your surgery or procedure.
- If you are staying overnight, please leave large items like suitcases or walkers in your car until you have been assigned a room. A family member will need to retrieve them later.
- Breastfeeding mothers should bring their own breast pumps to the hospital.

Surgical Site Infection Prevention

A surgical site infection is an infection that happens at or close to the part of the body where surgery was performed. It usually occurs within the first few weeks after surgery, but in some cases can happen later.

What you can do to prevent a surgical site infection BEFORE surgery:

- Do not shave near the body area where the surgery will be performed. Shaving can cause skin irritation, which can lead to an infection.
- Wash your hands frequently with soap and water for at least 15 seconds.
- Eat nutritious foods.
- Control your blood sugar level.
- Stop tobacco use.
- Please notify your surgeon immediately if you think you are getting sick or have a fever.
- Tell your surgeon if you have any type of infection or rash.
- Have good personal hygiene. Make sure you shower with an antiseptic soap (e.g., Dial or Safeguard). You may be asked to shower with a special soap before you come for your surgery.

After your procedure, watch for symptoms of a surgical site infection, which include redness, pain or swelling at the incision, fluid draining from the incision, fever, if you feel poorly, or if your incision opens. Call your surgeon immediately if you think you might have an infection. It might not be an infection, but it is important for you to let him/her know so that they can give you the proper follow-up care.

Surgery Optimization Clinic

Improving your health before surgery can reduce your risk for surgical complications and help you recover faster after surgery. Conditions like uncontrolled diabetes, high blood pressure, tobacco use, impaired skin integrity, poor dental health, and being overweight or underweight can have negative effects on surgical outcomes.

What are the benefits?

The benefits of working with the Surgery Optimization Clinic before surgery include:

- Improving heart, lung, and other organ functions
- Decreasing the risk for infection
- Decreasing the amount of time spent in the hospital
- Improving activity level and overall fitness
- Reducing recovery time and improving outcomes
- Decreasing pain after surgery

How does it work?

It may be determined that a referral to the Surgery Optimization Clinic is necessary prior to surgery. If so, the Surgery Optimization Clinic staff will contact you directly to schedule an appointment. Additionally, if you feel that you may benefit from a surgery optimization visit prior to your surgery please feel free to contact us directly. The Surgery Optimization Clinic is open to patients from all hospitals, though patients will need to use the Harrisburg or Mechanicsburg clinic locations for services.

One of the clinic's certified registered nurse practitioners (CRNP) will consult with you during a 60-minute appointment, conduct a thorough assessment of your health, and provide you with important pre-surgery education and outline a pre-surgical plan of care.

Surgery Optimization Clinic Locations

Polyclinic, 3 Landis
2501 North Third Street
Harrisburg, PA 17110

2005 Technology Parkway
(Next to UPMC Pinnacle West Shore)
Suite 100
Mechanicsburg, PA 17050

Clinic Phone Number: 717-782-4785

The Day of Surgery

- **You must have someone available to drive you home.**
- A staff member will escort you to your room and prepare you for surgery. You will also be interviewed by an anesthesiologist.
- After you are ready, your family will be able to be with you for a while before your surgery.
- When it is time for your procedure or surgery, you will meet the hospital staff who will take care of you throughout the procedure. They will double check your identity, allergies, procedure, and basic health status.
- Your family may wait for you in the Surgical Services Waiting Room.
- Your family will receive instructions to follow your progress through our tracking system.
- After surgery, you will be taken to the Recovery Room, which is staffed by specially trained nurses.

Recovery

- Your stay in the Recovery Room may be as short as 30 minutes, or as long as several hours. This is not an indication of a problem with you or a complication of the surgery. A number of factors, including length of surgery, anesthesia used, control of discomfort, and availability of rooms are considered.
- Following your stay in the Recovery Room, you will go to the outpatient discharge area. Your family will be notified at this time and will be able to rejoin you. To protect the privacy of our patients, visitors in the discharge area will be limited to two per patient.
- Your vital signs will be taken again at least once.
- If extended recovery time or medical care is necessary, you may need to stay overnight.
- When it is time for you to return home, the nursing staff will give you any instructions you need. A copy of the After Visit Summary will be provided for you to refer to at home.
- Arrange to have a responsible adult stay with you overnight.
- Do not resume activities such as driving until your judgment and coordination are back to normal. For some people, this can take one or two days.

- Do not drink alcohol for 24 hours following anesthesia or sedation.
- We may make a call the next working day to check on how you are doing.

About Your Anesthesia

- Anesthesia is administered by anesthesiologists, who are specially trained medical physicians who work with nurse anesthetists and technicians.
- If your anesthesiologist is not an employee of UPMC Pinnacle, you will receive a separate bill for your anesthesia service that is not part of your hospital surgery charge.
- On the day of your surgery, your anesthesiologist will meet with you to discuss your medical history and go over any testing or lab results you may have had done recently. After discussing your options and answering your questions, an anesthetic plan will be determined.
- You will be continuously monitored and cared for throughout your surgical procedure. Our goal is to provide a safe and comfortable anesthetic experience and recovery.

Regional Anesthesia (for certain procedures):

Depending on your surgical procedure, a regional anesthetic such as a spinal, epidural, or a nerve block may be discussed as an option for pain control. The anesthesiologist will discuss the details of the procedure, including the risks and benefits. If you, your anesthesiologist, and your surgeon think you may benefit from one of these options, the procedure is typically performed prior to surgery.

- **Spinal anesthesia:** This consists of a single dose of local anesthesia being delivered to numb you from your abdomen to your feet. The extent of your numbness depends on your surgical procedure. The pain control from a spinal usually lasts four to six hours.
- **Epidural anesthesia:** This procedure involves placing a catheter in the epidural space, which will deliver local anesthesia to provide pain control over a longer period of time, usually one to three days.
- **Nerve block:** This consists of an injection of local anesthetic near a nerve to provide pain control during and after your surgery. Typically, the block lasts four to 24 hours.

Tracking Your Location During Surgery

Not knowing what a loved one is experiencing is a stressful part of surgery. To help update family members, UPMC Pinnacle has technology in place to track patients throughout the surgical process.

Visitor Guidelines

While we encourage family and friends to visit, please remember that rest is an important part of the healing process.

Visiting hours at all UPMC Pinnacle hospitals are 9 a.m. to 9 p.m. Overhead announcements will remind you that visiting hours are ending.

- **Parents are responsible for the control and behavior of their children.**
- **Visitors may be requested to leave at any time at the discretion of the medical, nursing, or security staff.**
- **Children under 12 must be accompanied by an adult.**

Quiet Hours Visitation

Visitors who meet the criteria to visit overnight must register and receive approval to remain during Quiet Hours of 9 p.m. to 6 a.m. Overnight visitation will be allowed for adult patients in private rooms under the following circumstances:

- Acute change in a patient's condition
- Patient is confused, disoriented and calmed by the presence of a support person
- Patient is at end of life
- Patient has pre-existing care needs that are performed by a support person

For pediatric patients, parents/legal guardians may visit at any time, and one parent/legal guardian is permitted overnight. Friends and family who arrive and wish to visit between 9 p.m. and 6 a.m. must register at the Visitor Check-in on the first floor of the hospital, located in or near the Emergency Department.

If the nursing staff is aware of a visitor who is already onsite at 9 p.m. and falls under the exception guidelines listed above, they can provide a badge to the visitor. The visitor(s) does not need to go to Visitor Check-in.

At Visitor Check-in, visitors will be asked for their names and for the name of the patient they are visiting. Security will contact the appropriate charge nurse for the visit to be approved. If approved, the visitor(s) will be given a badge that must be visibly worn during the visit. Similar practices are standard at many hospitals.

Your Comfort



Procedures requiring use of the operating room may result in minimal discomfort to severe pain. Managing your discomfort is of primary importance to us. Our goal is to partner with you to set safe comfort goals.

To do so, we will gather some information from you in the pre-op area. Some questions you may be asked include:

- **Do you have pain now?**
 - Related to your scheduled procedure?
 - Unrelated to your scheduled procedure?
- **Using 0 to 10 pain scale:**
 - Where do you place your pain?
 - What level do you consider tolerable/goal?
 - What do you do for this pain currently?
Medications | Ice/heat | Positioning/elevation | Other

Opioids for Acute Pain What You Need to Know

■ Types of Pain

Acute pain usually occurs suddenly and has a known cause, like an injury, surgery, or infection. Acute pain normally resolves as your body heals. Chronic pain, on the other hand, can last weeks or months — past the normal time of healing.

■ Prescription Opioids

Prescription opioids (like hydrocodone, oxycodone, and morphine) are one of the many options for treating severe acute pain. While these medications can reduce pain during short-term use, they come with serious risks, including addiction and death from overdose when taken for longer periods of time or at high doses.

■ Acute pain can be managed without opioids

Ask your doctor about ways to relieve your pain that do not involve prescription opioids. These treatments may actually work better and have fewer risks and side effects.

Ask your doctor about your options and what level of pain relief and improvement you can expect for your acute pain.

■ Nonopioid options include:

- Pain relievers like ibuprofen, naproxen, and acetaminophen
- Acupuncture or massage
- Application of heat or ice

PAIN SCALE

None		Mild		Moderate				Severe			
0	1	2	3	4	5	6	7	8	9	10	

If You Are Prescribed Opioids

■ Know your risks

It is critical to understand the potential side effects and risks of opioid pain medications. Even when taken as directed, opioids can have several side effects including:

- Tolerance, meaning you might need to take more of a medication for the same pain relief
- Physical dependence, meaning you have withdrawal symptoms when a medication is stopped; this can happen within a few days
- Constipation
- Nausea and vomiting
- Confusion
- Dry mouth
- Depression
- Sleepiness and dizziness
- Itching

■ Know what to expect from your doctor

If your doctor is prescribing opioids for acute pain, you can expect him or her to protect your safety in some of the following ways. Your provider may:

- Prescribe the lowest effective dose of immediate-release opioids
- Prescribe treatment for three days or less, which is usually enough for most acute conditions
- Ask you to follow up if your pain is not resolving as quickly as expected
- Check your state's prescription drug monitoring program
- Conduct urine drug testing during the course of your therapy
- Provide instructions on how to taper opioids to minimize withdrawal symptoms

■ Know your responsibilities

It is critical to know exactly how much and how often to take the opioid pain medications you are prescribed, as well as how to safely store and dispose of them.

- Never take opioids in higher amounts or more often than prescribed
- Do not combine opioids with alcohol or other drugs that cause drowsiness, such as:
 - *Benzodiazepines, also known as "benzos," including diazepam and alprazolam*
 - *Muscle relaxants*
 - *Sleep aids*
- Never sell or share prescription opioids
- Store opioids in a secure place and out of reach of others (including children, family, friends, and visitors)
- If you have unused opioids at the end of your treatment:
 - *Find your community drug take-back program*
 - *Find your pharmacy mail-back program*
 - *Only if a take-back program is not available, flush them down the toilet following guidance from the Food and Drug Administration: <https://www.fda.gov/drugs/safe-disposal-medicines/disposal-unused-medicines-what-you-should-know>*

Your Discharge After Inpatient Surgery

You will be given written instructions that are specific for your procedure when you are discharged. If you need assistance planning your care after discharge, please call the hospital's Social Work and Discharge Planning Department between 8 a.m. and 4 p.m.

UPMC Carlisle
717-960-8909

UPMC Hanover
717-316-2178

UPMC Lititz
717-291-8251

UPMC Memorial
717-849-5314

**UPMC Pinnacle Community Osteopathic,
UPMC Pinnacle Harrisburg, and UPMC
Pinnacle West Shore**
717-782-5574

If you experience ANY surgery-related problems after your discharge, contact your surgeon immediately for advice.

A social worker or care manager will talk with you about the care you will need after leaving the hospital and any concerns you may have. They will arrange with you for your care at home or in a rehabilitation or sub-acute facility.

Discharge Planning Checklist

- Evidence shows that if a patient is discharged earlier in the day, he or she is less likely to need to return to the hospital.
- Case management will assist you with any equipment (e.g., bedside commodes, walkers, etc.) needed for discharge. If possible, please order items you may need at home before leaving the hospital.
- You will be notified of approximately what time your discharge will be. Please arrange to have a family member or friend pick you up at that time and be present for the discharge instruction review with your nurse.
- Discharge time is usually between 8 a.m. and 4 p.m. Please plan ahead and be ready. Have your ride available during these hours to pick you up.
- We want to ensure that you have the best recovery possible. If you experience ANY surgery-related problems after your discharge, contact your surgeon immediately.

Patient Portal - MyPinnacleHealth

MyPinnacleHealth is a secure online tool that connects you to your personal health information at any time, day or night. With MyPinnacleHealth, you can:

- **View your medical information** at home or on the go, including reviewing your medications and medical history, accessing hospital discharge information and after visit summary, receiving test results, and reviewing health-related topics.
- **Stay in touch with your doctor.** You can request renewals of your medications and communicate securely with your medical team.
- **Manage appointments,** including scheduling your next appointment, and view details of your upcoming appointments.
- **Coordinate your family's care.** You can access your family's medical records and link your family's accounts to yours for convenient access to appointments, immunization records, and more.

Your information is safe from unauthorized access because MyPinnacleHealth is password protected and delivered via encrypted connection.

To access MyPinnacleHealth for the first time, visit www.MyPinnacleHealth.org. There are two ways to set up your account:

- 1) If you received an After Visit Summary with an activation code at your last office visit, select "I have an activation code" under "New User." To set up your account, you must enter the activation code, your zip code, and your date of birth.

OR

- 2) If you have not received an activation code, you can self-register. Select "I do not have a code" under "New User." To set up your account, you must enter your first and last name, address, date of birth, gender, the last four digits of your Social Security number, and email address.

Surgery Cancellation

On occasion, surgeries do not take place on the day or time they are scheduled. This can happen for a number of reasons, including, but not limited to:

- Incomplete or abnormal lab results
- Failure to comply with preoperative instructions
- Availability of operating rooms and hospital beds
- Physician, patient, or family request

In the event that your surgery is canceled, we will make every attempt to notify you before you arrive at the hospital. We thank you for your patience and understanding.

Paying for Your Care

Many changes have taken place in the health insurance industry in recent years. Procedures and services once covered in full are now partially covered, covered only under certain circumstances, or, in some cases, not covered at all. Every insurance plan is different. Please be sure to check your insurance and ask questions before coming to the hospital. Many insurance plans and health maintenance organizations (HMOs) now require preadmission approval and/or a second opinion for certain procedures. For your own peace of mind, we advise that you know the benefits of your insurance plan.

- Please bring all insurance cards, photo ID, and required forms with you when you come to the hospital for preadmission testing. This will speed your admission and prevent billing problems.
- Anyone who requires emergency service with UPMC Pinnacle will be treated, regardless of his/her ability to pay. However, patients will be expected to meet their financial responsibilities.

- If you are scheduled for a surgical procedure and do not have hospital insurance, you will be asked to pay a portion of the estimated charges or establish a payment agreement with the Financial Counseling Office prior to your admission.
- If you have any questions about estimated charges, please call our Financial Counseling Office at

UPMC Carlisle	717-231-8989
UPMC Hanover	717-316-6972
UPMC Lititz	717-625-5518
UPMC Memorial.....	717-849-5432
UPMC Pinnacle Community Osteopathic	717-230-3717
UPMC Pinnacle Harrisburg	717-230-3717
UPMC Pinnacle West Shore	717-230-3717
- If you have hospital insurance, Medicare, or Medical Assistance, you will be asked to pay identified copayments or deductibles upon admission.
- Charges for anesthesia equipment, medicines, and nurse anesthetists will be included in your hospital bill. Your anesthesiologist may submit a separate bill to you or your insurance company. Feel free to ask questions about his or her charge as you would with your surgeon or other private physician.

UPMC Pinnacle is TOBACCO-FREE

To maintain the safest and healthiest environment for your care, UPMC Pinnacle campus buildings, property, parking lots, and operated vehicles are tobacco-free. This policy applies to all tobacco products, including cigarettes, cigars, pipes, herbal tobacco products, and chewing tobacco, and pertains to all colleagues, patients, medical staff, students, contracted personnel, volunteers, visitors, vendors, and tenants of UPMC Pinnacle. If you have questions about tobacco cessation, please ask your nurse and a referral can be made within the system or community.



Patient Rights & Responsibilities

As a patient of this hospital, or as a family member or guardian of a patient at this hospital, we want you to know the rights you have under federal and Pennsylvania state law as soon as possible in your hospital stay. We are committed to honoring your rights, and want you to know that by taking an active role in your health care, you can help your hospital caregivers meet your needs as a patient or family member. That is why we ask that you and your family share with us certain responsibilities.

YOUR RIGHTS

As a patient, you or your legally responsible party have the right to care without the discrimination due to age, AIDS or HIV status, ancestry, color, culture, disability, education, gender identity, income, language, marital status, national origin, race, religious creed, sex, sexual orientation, union membership, or who will pay your bill. As our patient, you have the right to safe, respectful, and dignified care at all times. You will receive services and care that are medically suggested and within the hospital's services, its stated mission, and required law and regulation.

COMMUNICATION

You have the right to:

- Have a family member, another person that you choose, and your doctor notified when you are admitted to the hospital.
- Receive information in a way that you understand. This includes interpretation and translation, free of charge, in the language you prefer for talking about your health care. This also includes providing you with needed help if you have vision, speech, hearing, or cognitive impairments.
- Designate a support person, if needed, to act on your behalf to assert and protect your patient rights.

INFORMED DECISIONS

You have the right to:

- Receive information about your current health, care, outcomes, recovery, ongoing health care needs, and future health status in terms that you understand.
- Be informed about proposed care options, including the risks and benefits, other care options, what could happen without care, and the outcome(s) of any medical care provided, including any outcomes that were not expected. You may need to sign your name before the start of any procedure and/or care. "Informed consent" is not required in the case of an emergency.
- Be involved in all aspects of your care and to take part in decisions about your care.
- Make choices about your care based on your own spiritual and personal values.
- Request care. This right does not mean you can demand care or services that are not medically needed.
- Refuse any care, therapy, drug, or procedure against the medical advice of a doctor. There may be times that care must be provided based on the law.
- Expect the hospital to get your permission before taking photos, recording, or filming you, if the purpose is for something other than patient identification, care, diagnosis, or therapy.
- Decide to take part or not take part in research or clinical trials for your condition, or donor programs, that may be suggested by your doctor. Your participation in such care is voluntary, and written permission must be obtained from you or your legal representative before you participate. A decision to not take part in research or clinical trials will not affect your right to receive care.

VISITATION

You have the right to:

- Decide if you want visitors or not while you are here. The hospital may need to limit visitors to better care for you or other patients.
- Designate those persons who can visit you during your stay. These individuals do not need to be legally related to you.
- Designate a support person who may determine who can visit you if you become incapacitated.

ADVANCE DIRECTIVES

You have the right to:

- Create advance directives, which are legal papers that allow you to decide now what you want to happen if you are no longer healthy enough to make decisions about your care. You have the right to have hospital staff comply with these directives.
- Ask about and discuss the ethics of your care, including resolving any conflicts that might arise such as deciding against, withholding, or withdrawing life-sustaining care.

CARE PLANNING

You have the right to:

- Receive a medical screening exam to determine treatment.
- Participate in the care that you receive in the hospital.
- Receive instructions on follow-up care and participate in decisions about your plan of care after you are out of the hospital.
- Receive a prompt and safe transfer to the care of others when this hospital is not able to meet your request or need for care or service. You have the right to know why a transfer to another health care facility might be required, as well as learning about other options for care. The hospital cannot transfer you to another hospital unless that hospital has agreed to accept you.

CARE DELIVERY

You have the right to:

- Expect emergency procedures to be implemented without unnecessary delay.
- Receive care in a safe setting free from any form of abuse, harassment, and neglect.
- Receive kind, respectful, safe, quality care delivered by skilled staff.
- Know the names of doctors and nurses providing care to you and the names and roles of other health care workers and staff that are caring for you.
- Request a consultation by another health care provider.
- Receive proper assessment and management of pain, including the right to request or reject any or all options to relieve pain.
- Receive care free from restraints or seclusion unless necessary to provide medical, surgical, or behavioral health care.
- Receive efficient and quality care with high professional standards that are continually maintained and reviewed.

PRIVACY AND CONFIDENTIALITY

You have the right to:

- Limit who knows about your being in the hospital.
- Be interviewed, examined, and discuss your care in places designed to protect your privacy.
- Be advised why certain people are present and to ask others to leave during sensitive talks or procedures.
- Expect all communications and records related to care, including who is paying for your care, to be treated as private.
- Receive written notice that explains how your personal health information will be used and shared with other health care professionals involved in your care.
- Review and request copies of your medical record unless restricted for medical or legal reasons.

HOSPITAL BILLS

You have the right to:

- Review, obtain, request, and receive a detailed explanation of your hospital charges and bills.
- Receive information and counseling on ways to help pay for the hospital bill.
- Request information about any business or financial arrangements that may impact your care.

Please feel free to ask questions about any of these rights that you do not understand. If you have questions about these rights, please discuss them with your doctor or nurse or the hospital's Customer Relations Department. You will receive a personal response.

RESPECT AND CONSIDERATION

As a patient, family member, or guardian, we ask that you:

- Recognize and respect the rights of other patients, families, and staff. Threats, violence, or harassment of other patients and hospital staff will not be tolerated.
- Comply with the hospital's no smoking policy.
- Refrain from conducting any illegal activity on hospital property. If such activity occurs, the hospital will report it to the police.

SAFETY

As a patient, family member, or guardian, we ask that you:

- Promote your own safety by becoming an active, involved, and informed member of your health care team.
- Ask questions if you are concerned about your health or safety.
- Make sure your doctor knows the site/side of the body that will be operated on before a procedure.
- Remind staff to check your identification before medications are given, blood/blood products are administered, blood samples are taken, or before any procedure.
- Remind caregivers to wash their hands before taking care of you.
- Be informed about which medications you are taking and why you are taking them.
- Ask all hospital staff to identify themselves.

REFUSING CARE

As a patient:

- You are responsible for your actions if you refuse care or do not follow care instructions.

CHARGES

As a patient:

- You are responsible for paying for the health care that you received as promptly as possible.

COOPERATION

As a patient:

- You are expected to follow the care plans suggested by the health care professionals caring for you while in the hospital. You should work with your health care professionals to develop a plan that you will be able to follow while in the hospital and after you leave the hospital.

YOUR RESPONSIBILITIES

As a patient, family member, or guardian, you have the right to:

- Know all hospital rules and what we expect of you during your hospital stay.

PROVIDE INFORMATION

As a patient, family member, or guardian, we ask that you:

- Provide accurate and complete information about current health care problems, past illnesses, hospitalizations, medications, and other matters relating to your health.
- Report any condition that puts you at risk (for example, allergies or hearing problems).
- Report unexpected changes in your condition to the health care professionals taking care of you.
- Provide a copy of your Advance Directive, Living Will, Durable Power of Attorney for health care, and any organ/tissue donation permissions to the health care professionals taking care of you.
- Tell us who, if any, visitors you want during your stay.

COMPLAINTS, CONCERNS AND QUESTIONS

You and your family/guardian have the right to:

- Tell hospital staff about your concerns or complaints regarding your care. This will not affect your future care.
- Seek review of quality of care concerns, coverage decisions, and concerns about your discharge.
- Expect a timely response to your complaint or grievance from the hospital. Complaints or grievances may be made in writing, by phone, or in person. The hospital has a duty to respond to these complaints or grievances in a manner that you can understand. To share your concerns with the hospital, please contact the hospital's Customer Relations Department to speak with a Patient Representative.

- Customer Relations: 717-782-5503
- The Pennsylvania Department of Health is also available to assist you with any questions or concerns about your hospital care. You can reach the Department of Health by calling: 800-254-5164 or writing:
Acute and Ambulatory Care Services
Pennsylvania Department of Health
Room 532 Health and Welfare Building
625 Forster Street
Harrisburg, PA 17120
- **You may also contact The Joint Commission*, a hospital accreditation organization at:**
The Joint Commission Office of Quality Monitoring
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Phone: 800-994-6610
Fax: 630-792-5636
Email: complaint@jointcommission.org
- *For UPMC Memorial patients only, you may contact the Healthcare Facilities Accreditation Program, a hospital accreditation organization at:
Healthcare Facilities Accreditation Program
506 North Clark, Suite 301
Chicago, IL 60654
312-920-7383
Or submit an online form from
http://www.hfap.org/pdf/complaint_form.pdf
- **An Important Message from Medicare**
Medicare patients have the right to report any concerns regarding quality of care, coverage decisions, or premature discharge to the Quality Improvement Organization (QIO). You can report these concerns by calling: Livanta at 1-888-396-4646 or TTY at 1-888-985-2660. 06/19

UPMC Carlisle

361 Alexander Spring Road, Carlisle, PA

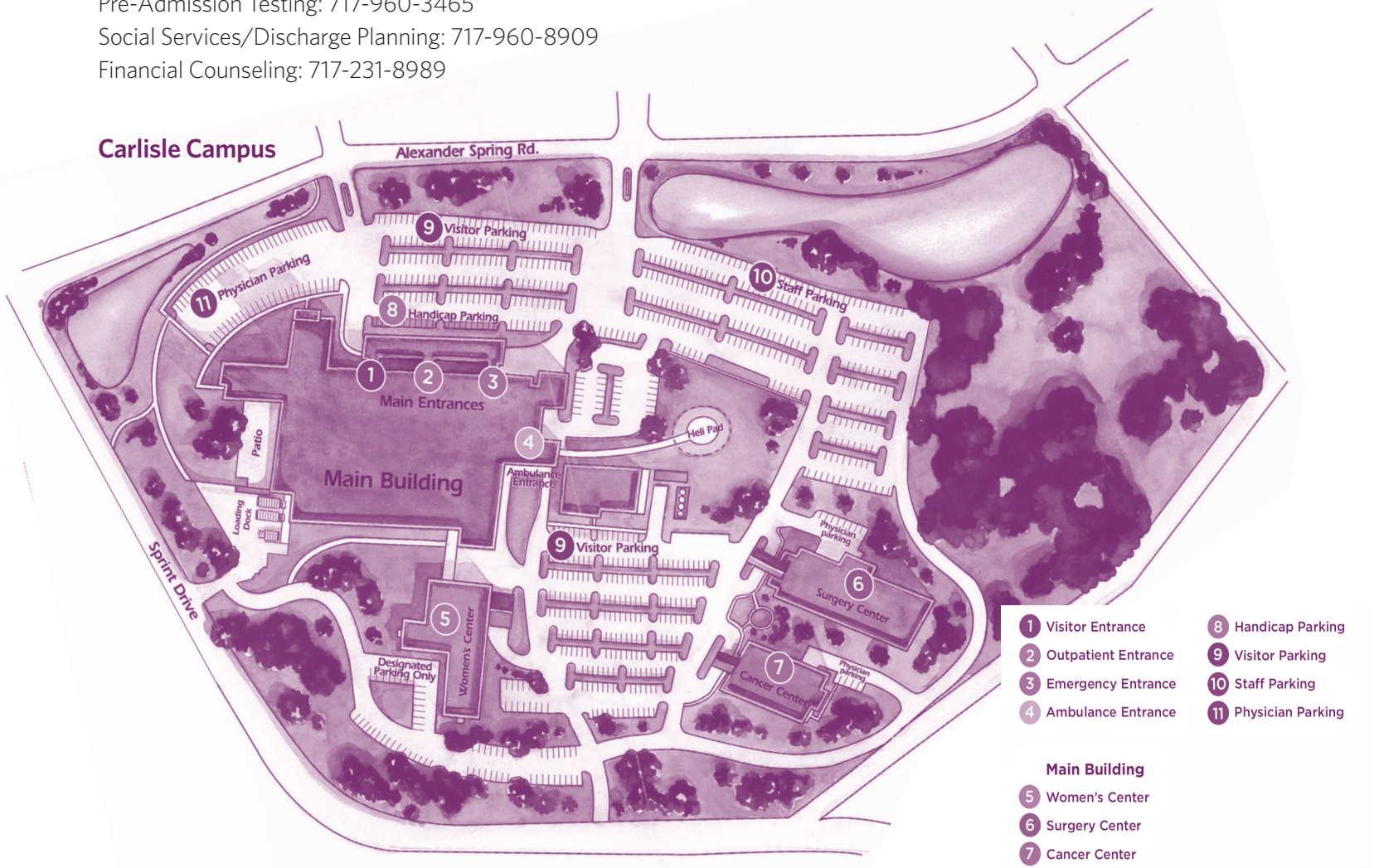
Main hospital number: 717-249-1212

Pre-Admission Testing: 717-960-3465

Social Services/Discharge Planning: 717-960-8909

Financial Counseling: 717-231-8989

Carlisle Campus



- | | |
|-----------------------|----------------------|
| 1 Visitor Entrance | 8 Handicap Parking |
| 2 Outpatient Entrance | 9 Visitor Parking |
| 3 Emergency Entrance | 10 Staff Parking |
| 4 Ambulance Entrance | 11 Physician Parking |
-
- Main Building**
- | |
|------------------|
| 5 Women's Center |
| 6 Surgery Center |
| 7 Cancer Center |

Parking

Free parking is available on the Carlisle campus in front of the main entrance.

When You Arrive for Your Surgery

- Enter the hospital through the main entrance labeled Outpatient Services Entrance. Unless you are instructed otherwise, please report to the registration desk that is located immediately to the left upon entering the building.
- Your family will be given a legend with an assigned ID number. This ID number will be displayed on the tracking board in the waiting room and will track your progress through the surgical process.
- After completing your registration, you may have a seat in the designated waiting area. The surgical services department staff will be notified you have arrived, and will be out to greet you shortly.

SURGERY GUIDE

UPMC Hanover

300 Highland Ave., Hanover, PA

Main hospital number: 717-316-3711

Pre-Admission Testing: 717-316-3617

Social Services/Discharge Planning:

717-316-2178

Financial Counseling: 717-316-6972

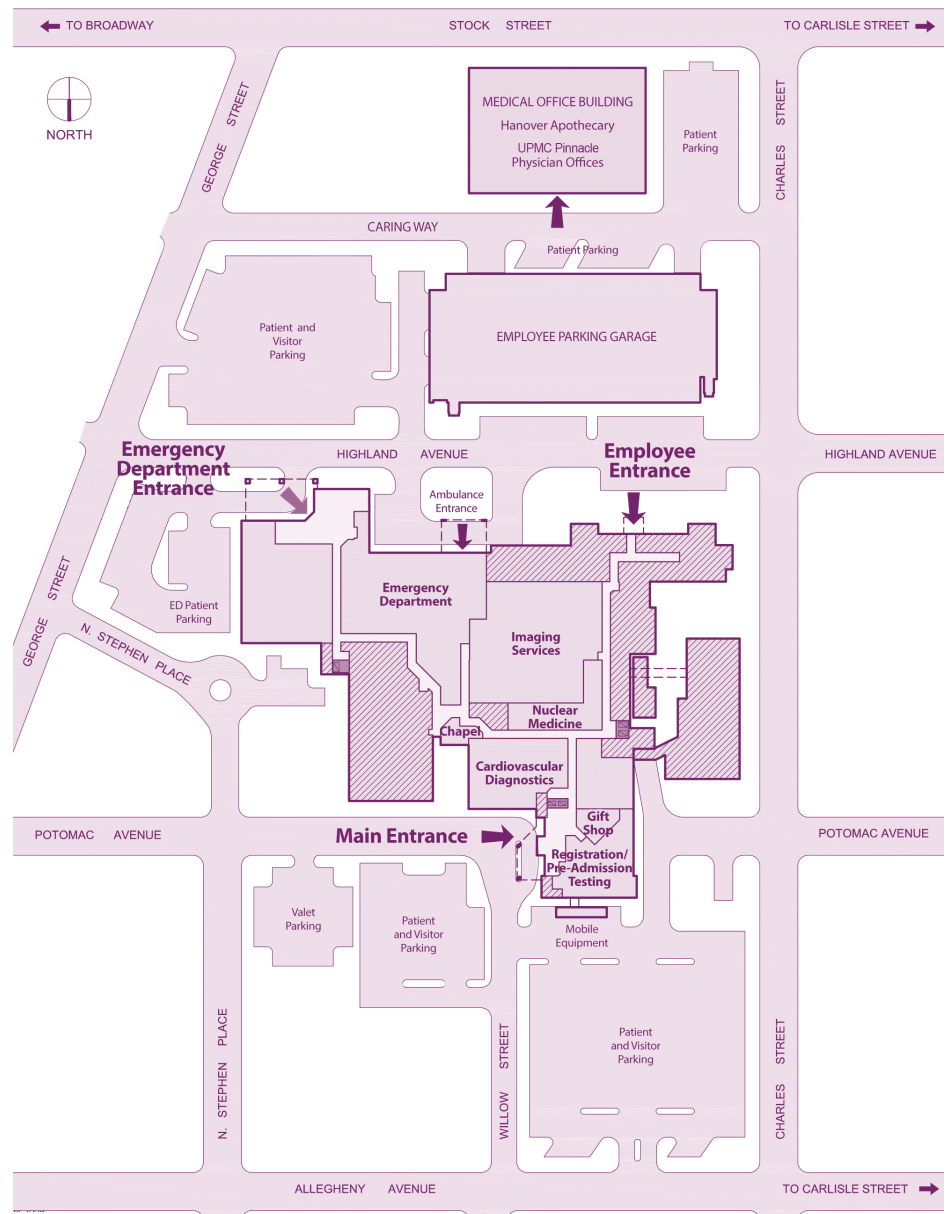
Parking

Free parking is available in the lot in front of the hospital's main entrance. Valet parking is available seven days a week from 7:30 a.m. to 8 p.m.

When You Arrive for Surgery

- Enter the hospital through the main visitors entrance.
- Report to the Patient Registration Department to the right of the gift shop.
- You will sign forms in the registration department and then be provided with directions or an escort to the Surgical Waiting Room on the fourth floor.
- Your family/visitors will be given a patient identification number that allows them to track your progress on an electronic board during your procedure while maintaining your privacy.

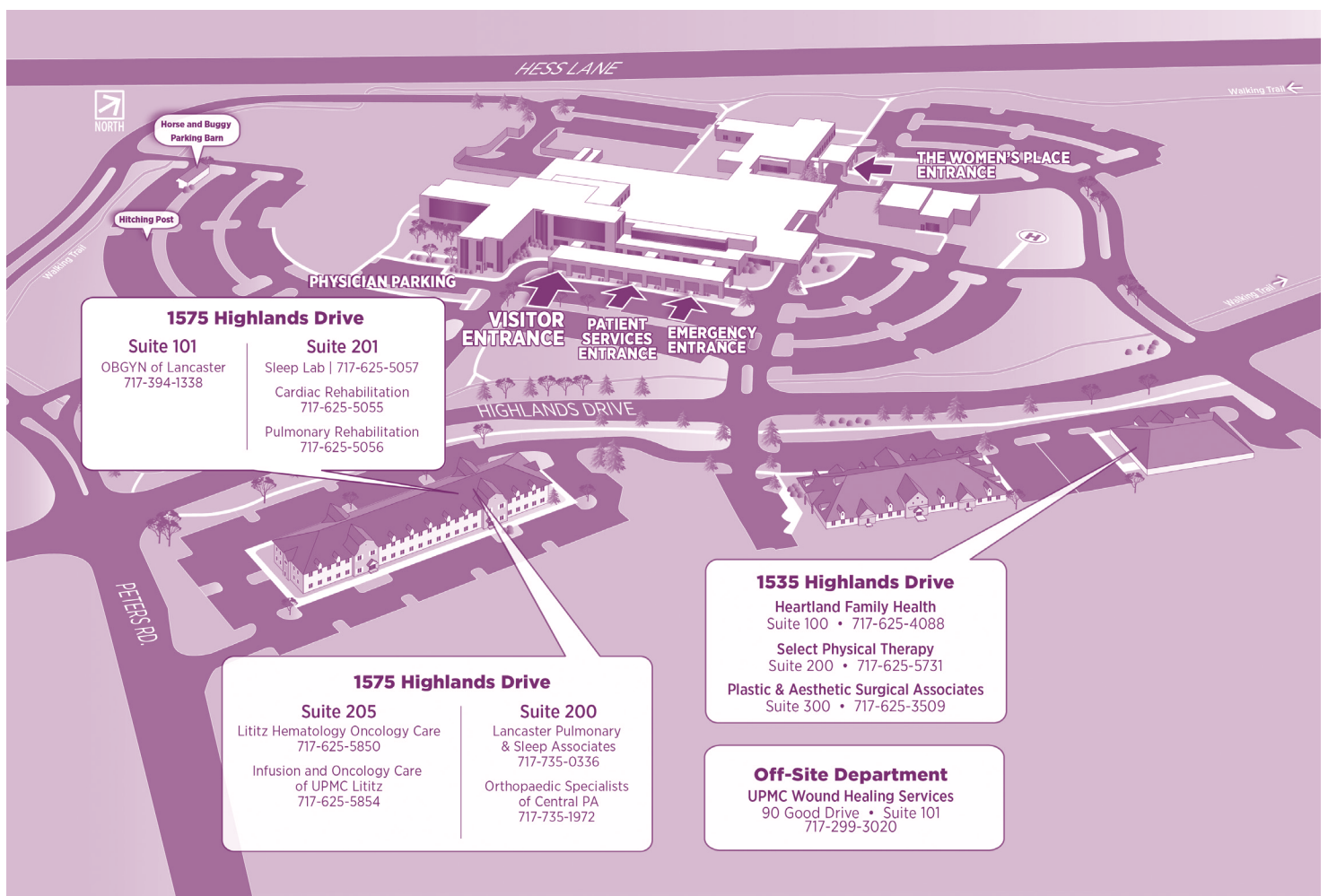
Hanover Campus



UPMC Lititz

1500 Highlands Drive, Lititz, PA
 Main hospital number: 717-625-5000
 Pre-Admission Testing: 717-625-5552 or 717-625-5338
 Social Services/Discharge Planning:
 717-291-8251
 Financial Counseling: 717-625-5518

Lititz Campus



Parking

Free parking is available in a lot in front of the main entrance.

When You Arrive for Surgery

- Enter the hospital through the visitor entrance.
- Please check in at the Information Desk located in the Outpatient Waiting Area.
- From there you will be escorted to the surgical unit.

SURGERY GUIDE

UPMC Memorial

1701 Innovation Drive, York, PA

Main hospital number: 717-843-8623

Pre-Admission Testing: 717-849-5674 or 717-849-5676

Social Services/Discharge Planning:

717-849-5314

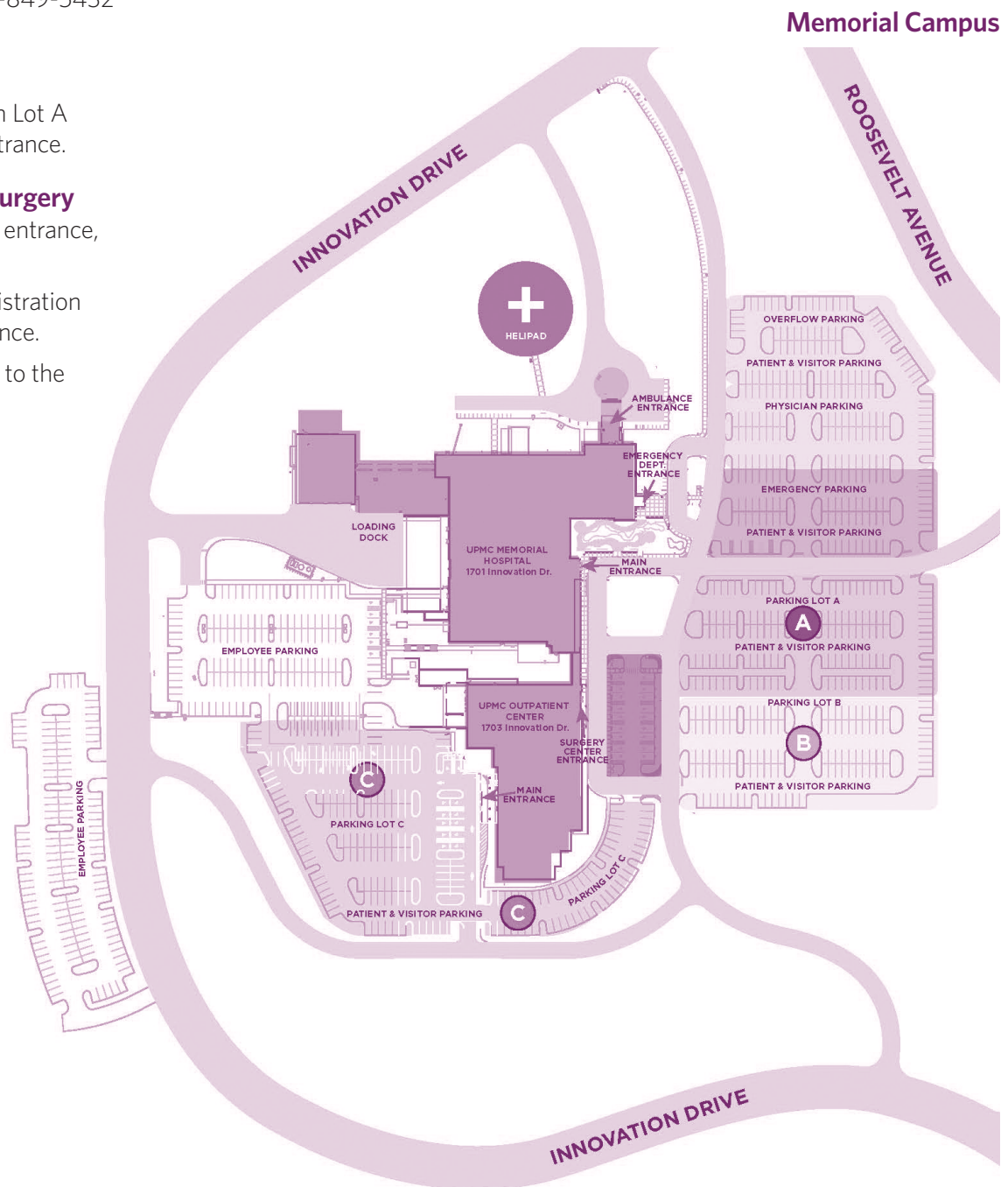
Financial Counseling: 717-849-5432

Parking

Free parking is available in Lot A in front of the hospital entrance.

When You Arrive for Surgery

- Enter through the main entrance, Entrance A.
- Check in at Patient Registration to the right of the entrance.
- You will be escorted up to the surgical unit.



UPMC Pinnacle Community Osteopathic

4300 Londonderry Road, Harrisburg PA
 Main hospital number: 717-652-3000
 Pre-Admission Testing: 717-963-6522 or 717-963-6530
 Social Services/Discharge Planning: 717-782-5574
 Financial Counseling: 717-230-3717

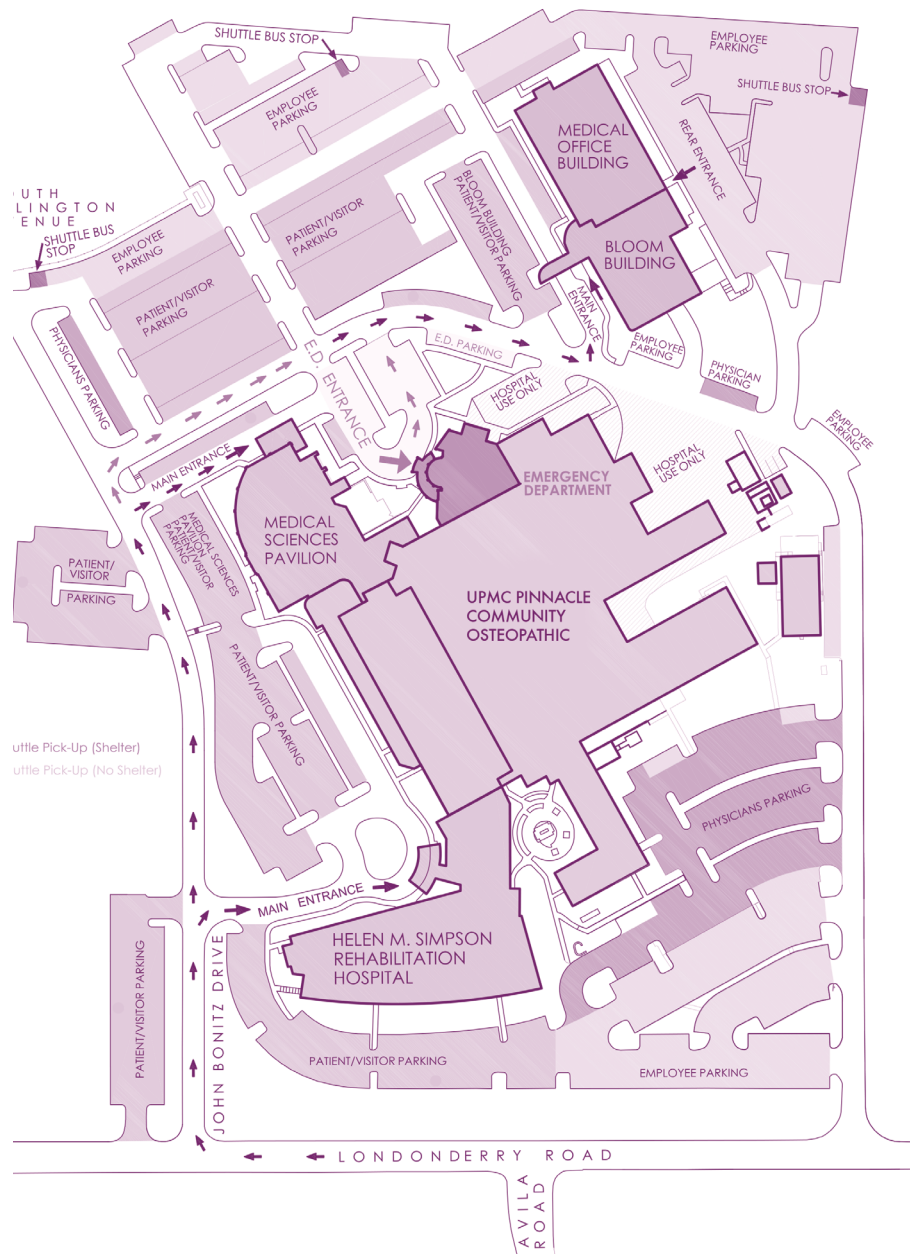
Community Campus

Parking

Free parking is available in front of the main lobby — follow signs to the patient parking area. A free shuttle service is available from the parking lot if needed. It runs every five to 10 minutes.

When You Arrive for Surgery

- Enter the hospital building through the main entrance. Unless you are instructed otherwise, please report to the surgical waiting room by taking the hallway to the left past the coffee shop. Turn right at the elevator. It is the first door on the left.
- To increase your comfort and protect your privacy, UPMC Pinnacle has installed the Q-matic system. The Q-matic system resembles a computer screen/console. There is a Q-matic ticket dispenser immediately inside the door to the Surgical Waiting Room. Please take two tickets and have a seat in the waiting room.
- The receptionist will call you to the desk by using this number. This number will also be used to notify your family when they are able to join you in the pre-op area.



UPMC Pinnacle Harrisburg

111 South Front St, Harrisburg PA

Main hospital number: 717-782-3131

Pre-Admission Testing: 717-963-6522 or 717-963-6530

Social Services/Discharge Planning: 717-782-5574

Financial Counseling: 717-230-3717

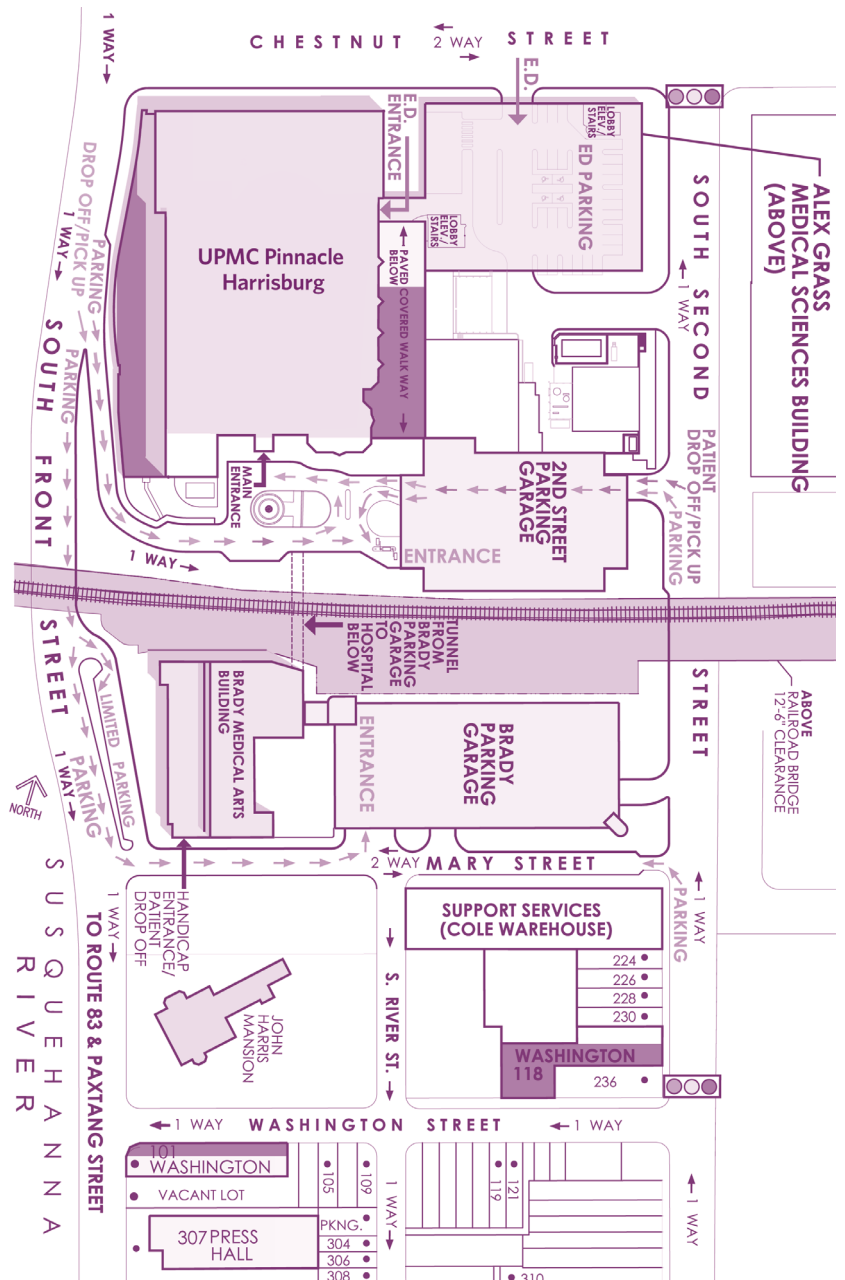
Parking

Free parking is available in the UPMC Pinnacle Harrisburg patient parking garage, which can be accessed from either Front Street or Second Street. Bring your parking ticket in with you to be validated in the patient registration area. Valet service is available Monday through Friday directly in front of the hospital lobby. This service is purely optional. There is no charge for valet parking. The valet attendant will give you a claim check and phone number to call when ready.

When You Arrive for Surgery

- Enter the hospital through the main entrance. Unless you are instructed otherwise, please report to the third floor Surgical Waiting Room at your scheduled time by using the Public Elevator D, which is dark blue in color.
- To increase your comfort and protect your privacy, UPMC Pinnacle has installed the Q-matic system. The Q-matic system resembles a computer screen/console. When you get off the elevator and turn right, you will see the Q-matic ticket dispenser in the elevator lobby on the right. Please take two tickets prior to entering the waiting room, and have a seat in the waiting room.
- The receptionist will call you to the desk by using this number. This number will also be used to notify your family when they are able to join you throughout your surgical experience. To protect the privacy of patients, visitors in the pre-op area will be limited to two per patient.

Harrisburg Campus

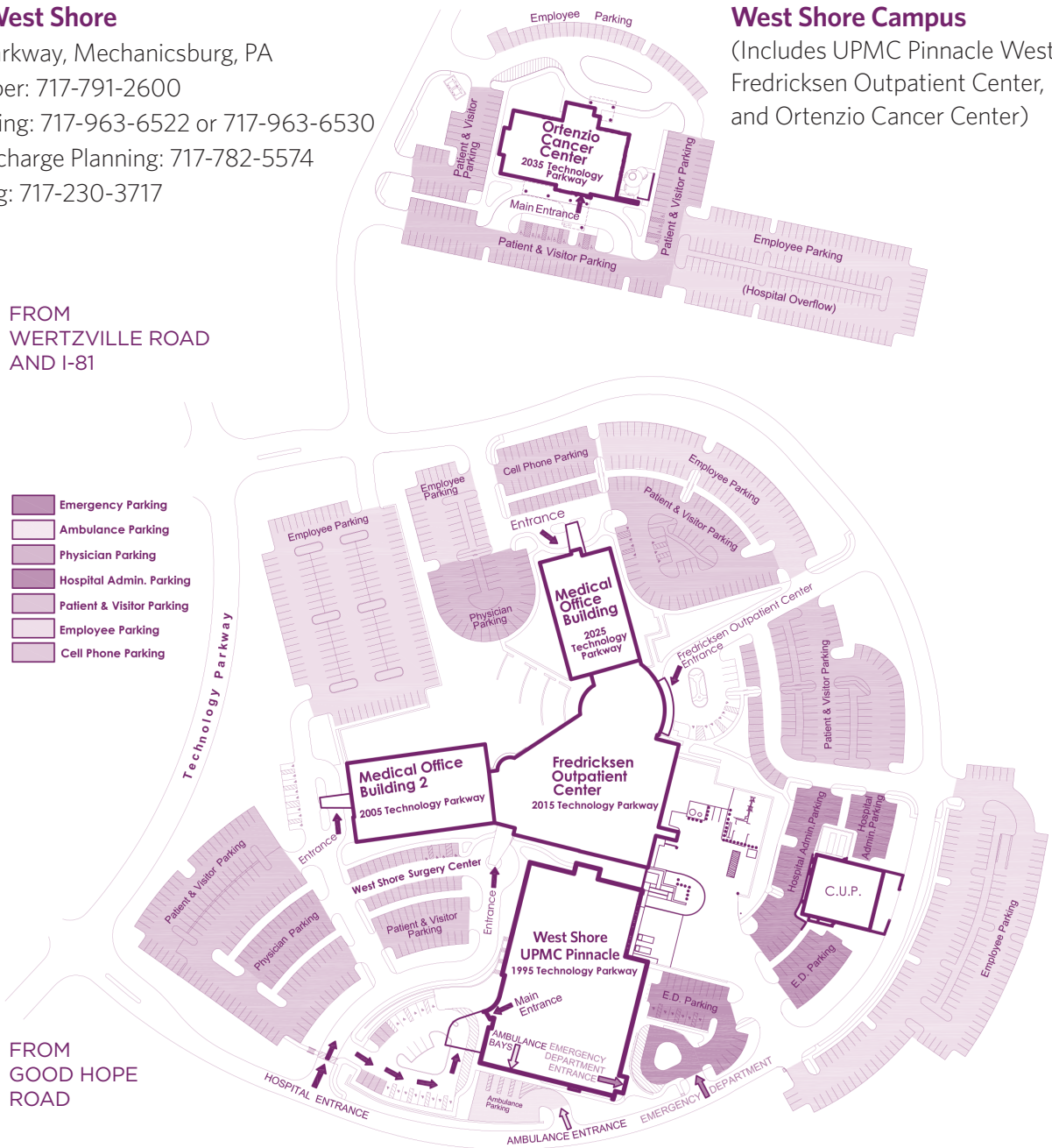


UPMC Pinnacle West Shore

1995 Technology Parkway, Mechanicsburg, PA
 Main hospital number: 717-791-2600
 Pre-Admission Testing: 717-963-6522 or 717-963-6530
 Social Services/Discharge Planning: 717-782-5574
 Financial Counseling: 717-230-3717

West Shore Campus

(Includes UPMC Pinnacle West Shore, Fredricksen Outpatient Center, and Ortenzio Cancer Center)



FROM
WERTZVILLE ROAD
AND I-81

FROM
GOOD HOPE
ROAD

Parking

Free parking is available in a lot in front of the hospital's main entrance. Free valet parking is available Monday through Friday.

When You Arrive for Surgery

- Enter the hospital through the main entrance. Unless you are instructed otherwise, please report to the patient registration area on the first floor.
- After completing your registration, you will be directed to the Surgical Services Waiting Room on the second floor.
- Please sign in at the reception desk in the Surgical Services Waiting Room.

UPMC Lab Services

For the most up-to-date locations and hours, visit UPMCPinnacle.com/lab

ADAMS COUNTY

Littlestown

300 West King St.
Littlestown
Phone: 717-359-8291
Fax: 717-359-8285

New Oxford

5615 York Road
New Oxford
Phone: 717-624-0058
Fax: 717-646-7425

CUMBERLAND COUNTY

UPMC Carlisle

361 Alexander Spring Road
Carlisle
717-249-1212

Fredricksen Outpatient Center

2015 Technology Parkway
Mechanicsburg
Phone: 717-791-2409
Fax: 717-791-2404
Blood draws and EKGs available

Lemoyne

3 Walnut St., Suite 100
Lemoyne
Phone: 717-909-0933
Fax: 717-909-0930
Blood draws and EKGs available

Shippensburg

127 Walnut Bottom Road
Shippensburg
Phone: 717-530-1845
Fax: 717-530-1502

Silver Spring

21 Waterford Drive
Mechanicsburg
Phone: 717-591-3634
Fax: 717-591-3635

Walnut Bottom

Professional Center
419 Village Drive, Suite 7
Carlisle
717-960-3560

DAUPHIN COUNTY

**UPMC Pinnacle
Community Osteopathic**
4300 Londonderry Road
Harrisburg
Phone: 717-657-7214
Fax: 717-657-7192

UPMC Pinnacle Harrisburg
111 S. Front St.
Harrisburg
Phone: 717-782-5564
Fax: 717-782-5694
Blood Donor Center

Hummelstown
8105 Adams Drive, Suite A
Hummelstown
Phone: 717-482-8845
Fax: 717-482-8852

Lower Paxton
2310 Patton Road, Suite B
Harrisburg
Phone: 717-724-6537
Fax: 717-724-6540

Middletown
1025 W. Harrisburg Pike
Middletown
Phone: 717-702-1137
Fax: 717-944-1436

Millersburg
1000 Evelyn Drive
Millersburg
Phone: 717-692-1035
Fax: 717-692-1036
Blood draws and EKGs available

Old Post Road
2808 Old Post Road
Harrisburg
Phone: 717-920-4570
Fax: 717-920-4571

Polyclinic
2501 N. Third St., First Floor
Harrisburg
Phone: 717-782-4634
Fax: 717-782-4610

LANCASTER COUNTY

UPMC Lititz
1500 Highlands Drive
Lititz
717-625-5000

Lancaster
1160 Manheim Pike, Suite 101
Lancaster
Phone: 717-869-4687
Fax: 717-869-4688
Blood draws and EKGs available

LEBANON COUNTY

Annville
1251 E. Main St., Suite 3
Annville
Phone: 717-988-0420
Fax: 717-221-5623

PERRY COUNTY

Newport
300 Bretz Court
Newport
Phone: 717-988-9030
Fax: 717-703-0028

YORK COUNTY

UPMC Hanover
300 Highland Ave.
Hanover
Phone: 717-316-2150
Fax: 717-316-2222

UPMC Memorial
1701 Innovation Drive
York
Phone: 717-849-5790
Fax: 717-815-2319

Dillsburg
One Trinity Drive East, Suite 130
Dillsburg
Phone: 717-502-0405
Fax: 717-502-0306
Blood draws and EKGs available

Eichelberger
195 Stock St., Suite 119
Hanover
Phone: 717-316-2054
Fax: 717-637-4575

Greenbriar Medical Center
520 Greenbriar Road
York
717-815-2698

Hillside
250 Fame Ave., Suite 104
Hanover
Phone: 717-316-7981
Fax: 717-316-7982

South Hanover
1404 Baltimore St., Suite 2,
Hanover
Phone: 717-316-6717
Fax: 717-637-8956
Blood draws and EKGs available

Spring Grove
2030 Thistle Hill Drive, Suite 101
Spring Grove
Phone: 717-225-7211
Fax: 717-225-6018

Notice Informing Individuals About Non-discrimination and Accessibility Requirements and Non-discrimination Statement: Discrimination Is Against the Law

UPMC Pinnacle complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. UPMC Pinnacle does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

UPMC Pinnacle:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, and other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact the Customer Relations Department, Patient Representative at 717-782-5503.

If you believe that UPMC Pinnacle has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: UPMC Pinnacle Customer Relations Department, Patient Representative, 111 S. Front Street, Harrisburg PA 17101-2099, 717-782-5503, fax 717-782-5587, or email okumsa@upmc.edu or cmyerscd@upmc.edu. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Customer Relations Department Patient Representative is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW Room 509F, HHH Building
Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at
<http://www.hhs.gov/ocr/office/file/index.html>.

Aviso informando a los individuos de los requisitos acerca de la no discriminación y la accesibilidad, y declaración de no discriminar: La discriminación es contra la ley

UPMC Pinnacle cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. UPMC Pinnacle no excluye a las personas ni las trata de forma diferente debido a su origen étnico, color, nacionalidad, edad, discapacidad o sexo.

UPMC Pinnacle:

- Proporciona asistencia y servicios gratuitos a las personas con discapacidades para que se comuniquen de manera eficaz con nosotros, como los siguientes:
 - Intérpretes de lenguaje de señas capacitados.
 - Información escrita en otros formatos (letra grande, audio, formatos electrónicos accesibles, otros formatos).
- Proporciona servicios lingüísticos gratuitos a personas cuya lengua materna no es el inglés, como los siguientes:
 - Intérpretes capacitados.
 - Información escrita en otros idiomas.

Si necesita recibir estos servicios, comuníquese con Departamento de Relaciones de Clientes, Representante de los Pacientes.

Si considera que UPMC Pinnacle no le proporcionó estos servicios o lo discriminó de otra manera por motivos de origen étnico, color, nacionalidad, edad, discapacidad o sexo, puede presentar un reclamo a la siguiente persona: Departamento de Relaciones de Clientes, Representante de los Pacientes, 111 S. Front Street, Harrisburg PA 17101-2099, 717-782- 5503, 717-782-5587 fax, correo electrónico okumsa@upmc.edu, myerscd@upmc.edu. Puede presentar el reclamo en persona o por correo postal, fax o correo electrónico. Si necesita ayuda para hacerlo, Departamento de Relaciones de Clientes, Representante de los Pacientes, está a su disposición para brindársela.

También puede presentar un reclamo de derechos civiles ante la Office for Civil Rights (Oficina de Derechos Civiles) del Department

of Health and Human Services (Departamento de Salud y Servicios Humanos) de EE. UU. de manera electrónica a través de Office for Civil Rights Complaint Portal, disponible en <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, o bien, por correo postal a la siguiente dirección o por teléfono a los números que figuran a continuación:

U.S. Department of Health and Human Services

200 Independence Avenue, SW Room 509F, HHH Building
Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Puede obtener los formularios de reclamo en el sitio web <http://www.hhs.gov/ocr/office/file/index.html>.

Interpreters Available

You have access to interpretation services 24/7 at no personal cost to you.

This chart includes languages commonly spoken in your community. Additional languages are available.

English: Do you speak [language]? We will provide an interpreter at no personal cost to you.

Albanian Shqip	Flisni shqip? Ne do t'ju sigurojm një përkthyes pa asnjë kosto personale për ju.	Apakah Anda berbicara bahasa Indonesia? Kami akan menyediakan penerjemah tanp biaya apa pun untuk Anda.	Indonesian Bahasa Indonesia
Arabic اللغة العربية	هل تتحدث اللغة العربية؟ سوف نوفر لك مترجماً فورياً بدون أي تكلفة عليك.	Parla italiano? Le forniremo gratuitamente un interprete.	Italian Italiano
Bosnian Bosanski	Da li govorite bosanski? Obezbedićemo Vam prevodioca besplatno.	한국어를 사용하십니까? 무료로 통역 서비스를 제공해 드리겠습니다.	Korean 한국어
Cambodian ភាសាខ្មែរ	តើអ្នកនិយាយភាសាខ្មែរដែរទេ? យើងខ្ញុំនឹងផ្តល់ជូនអ្នកបកប្រែភាសាដោយឥតគិតថ្លៃផ្ទាល់ខ្លួនដល់អ្នក។	您讲国语吗? 我们将免费为您提供翻译。	Mandarin 中文
Cantonese 粵語	您講粵語嗎? 我們將免費為您提供翻譯。	तपाईं नेपाली बोल्नुहुन्छ? हामी तपाईंको लागि निःशुल्क रूपमा दोभाषे उपलब्ध गराउने छौं।	Nepali नेपाली
Croatian Hrvatski	Govorite li hrvatski jezik? Osigurat ćemo Vam prevoditelja besplatno.	Wann du Deutsch schwetzsch, darrefscht du ebber griege, as aa Deutsch schwetzt un dich helfe kann mit die englisch Schprooch.	Pennsylvania Dutch Deitsch
Farsi فارسی	فارسی صحبت می کنید؟ یک مترجم شفاهی رایگان در اختیار شما قرار خواهیم داد.	Czy mówisz po polsku? Zapewnimy bezpłatną pomoc tłumacza.	Polish Polski
French Français	Parlez-vous français ? Nous vous fournirons gratuitement un interprète.	Fala português? Vamos facultar-lhe um intérprete, sem custos para si.	Portuguese Português
French Creole Kreyòl Ayisyen	Èske ou pale Kreyòl Ayisyen? N ap ba ou yon entèprèt gratis.	Вы говорите по-русски? Мы абсолютно бесплатно предоставим вам переводчика.	Russian Русский
German Deutsch	Sprechen Sie Deutsch? Wir stellen Ihnen unentgeltlich einen Dolmetscher zur Verfügung.	Ma ku hadashaa Af Soomaali? Waxaan kuu helaynaa tarjumaan bilaa lacag ah.	Somali Af Soomaali
Gujarati ગુજરાતી	તમે ગુજરાતી બોલો છો? અમે ઇન્ટરપ્રીટર દ્વારા (ચિથો પૂરો પાડીશું, જેનો ખર્ચ તમારે ઉપાડવાનો રહેશે નહીં.	¿Habla español? Le proporcionaremos un intérprete sin costo alguno para usted.	Spanish Español
Haitian Creole Kreyòl Ayisyen	Èske ou pale Kreyòl Ayisyen? N ap ba ou yon entèprèt gratis.	Je, unazungumza Kiswahili? Tutakupatia mkalimani bila gharama yoyote kwako.	Swahili Kiswahili
Hindi हिन्दी	क्या आप हिन्दी बोलते हैं? हम आपके लिए बिना किसी निजी लागत के एक दुभाषिया को उपलब्ध कराएँगे।	کیا آپ اردو بولتے ہیں؟ ہم بغیر آپ کے ذاتی لاگت کے آپ کے لئے ترجمان فراہم کریں گے۔	Urdu اردو
Hungarian Magyar	Beszél magyarul? Teljesen költségmentesen biztosítunk egy tolmácsot az Ön számára.	Quý vị nói được tiếng Việt không? Chúng tôi sẽ cung cấp một thông dịch viên miễn phí cho quý vị.	Vietnamese Tiếng Việt

Notes

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