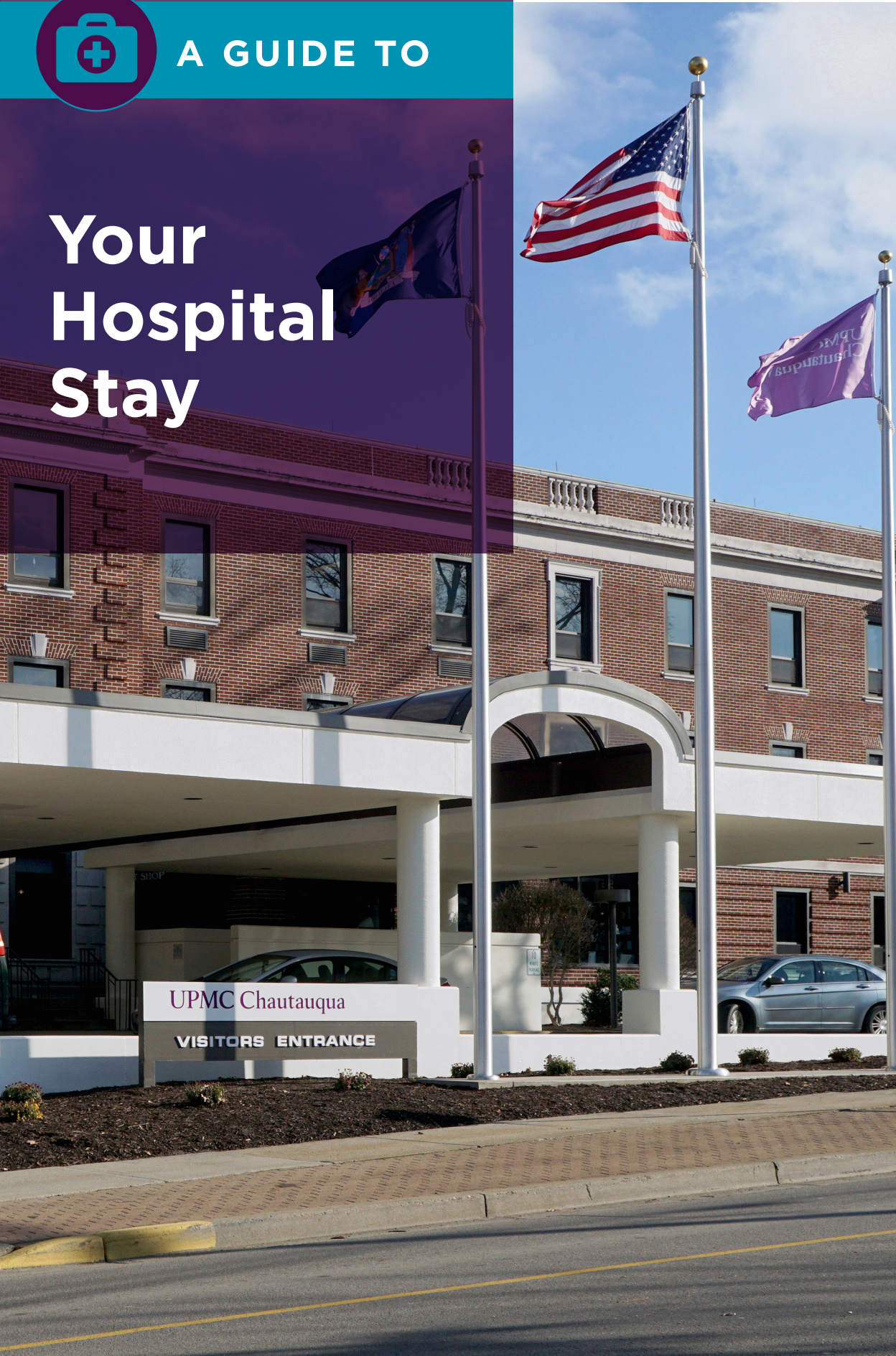




A GUIDE TO

# Your Hospital Stay



**UPMC | CHAUTAUQUA**



## WELCOME LETTER FROM BRIAN DURNIOK, PRESIDENT

Welcome to UPMC Chautauqua and thank you for trusting us with your care.



At UPMC Chautauqua, we know that quality is more than state-of-the-art clinical services and advanced technology – quality is treating our patients with care and compassion, listening to their ideas, and using their feedback to improve our services. We also know that hospital stays can be stressful, so we have developed a few ways to help you feel as comfortable as possible.

During your stay, you can expect to be visited by a nurse leader, who manages all staff members on your unit. We call this **nurse leader rounding**. This visit will take less than 5 minutes and helps us be sure that your care needs are being met. You will also see our nurses doing **bedside shift report**, which is when the nurse going off duty meets with you, your support person(s), and the nurse going on duty who will start taking care of you. Please use these opportunities to ask questions and share any concerns or suggestions you may have.

You will also see a white board in your room called the **communication board**, which is a tool we use to help keep you updated on the important details of your care during your stay. This will list things such as your room number, diet, activities, upcoming tests, and the names of your care team members. Every day, we will also give you a printed document called **My Daily Plan of Care** that will list your scheduled procedures, tests and lab results, and medicines. We encourage you to share this care plan with your support person(s).

Your feedback is important to us as it guides how we care for our patients. **Nurse leader rounds, bedside shift report, communication boards, and My Daily Plan of Care** are ways for you to tell us about your needs and share any concerns you may have about your care.

After you leave the hospital, **you may receive a survey through mail or email** that will ask you questions about your stay. I would like to personally request that you please take a few moments to complete this survey to let us know how we did. Your input is very important in our efforts to give our patients and support persons the best possible experience.

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

Sincerely,

**Brian Durniok**  
President, UPMC Chautauqua



# LANGUAGE INTERPRETATION SERVICES

You have access to interpretation services 24 hours a day, 7 days a week at no cost to you.

This chart includes languages commonly spoken in our community. Additional languages are available. For more information or to request language interpretation services, please ask a care team member.

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

Spanish	<b>Spanish</b> <b>Español</b> ¿Habla español? Le proporcionaremos un intérprete sin costo alguno para usted.	Somali	<b>Somali</b> <b>Af Soomaali</b> Ma ku hadashaa Af Soomaali? Waxaan kuu helaynaa tarjumaan bilaaw lacag ah.
Nepali	<b>Nepali</b> <b>नेपाली</b> तपाईं नेपाली बोल्नुहुन्छ? हामी तपाईंको लागि निःशुल्क रूपमा दोभाषे उपलब्ध गराउने छौं।	Burmese	<b>Burmese</b> <b>မြန်မာ</b> သင် မြန်မာစကား ပြောပါသလား။ ကျွန်ုပ်တို့ စကားပြန် တစ်ဦးကို သင့်အတွက် ကုန်ကျစရိတ် မရှိစေပဲ ပေးပါလိမ့်မည်။
Arabic	<b>Arabic</b> <b>اللغة العربية</b> هل تتحدث اللغة العربية؟ سوف نوفر لك مترجمًا فورًا بدون أي تكلفة عليك.	Kirundi	<b>Kirundi</b> <b>Ikirundi</b> Uvuga ikirundi? Tuzokuronsa umuntu agusigurira ata mahera utanze.
Mandarin	<b>Mandarin</b> <b>中文</b> 您讲国语吗？我们将免费为您提供翻译。	Bengali	<b>Bengali</b> <b>বাংলা</b> আপনি কি বাংলায় কথা বলেন? আমরা আপনাকে একজন দোভাষী (ইন্টারপ্ৰিটার) দেব যার জন্য আপনার ব্যক্তিগতভাবে অর্থব্যয় করতে হবে না।
Swahili	<b>Swahili</b> <b>Kiswahili</b> Je, unazungumza Kiswahili? Tutakupatia mkalimani bila gharama yoyote kwako.	Korean	<b>Korean</b> <b>한국어</b> 한국어를 사용하십니까? 무료로 통역 서비스를 제공해 드리겠습니다.
Russian	<b>Russian</b> <b>Русский</b> Вы говорите по-русски? Мы абсолютно бесплатно предоставим вам переводчика.	Kinyarwanda	<b>Kinyarwanda</b> <b>Ikinyarwanda</b> Mbese uvuga ikinyarwanda? Tuzaguha umusemuzi utiyishyurira wowe ubwawe.
Vietnamese	<b>Vietnamese</b> <b>Tiếng Việt</b> Quý vị nói được tiếng Việt không? Chúng tôi sẽ cung cấp một thông dịch viên miễn phí cho quý vị.	French	<b>French</b> <b>Français</b> Parlez-vous français ? Nous vous fournirons gratuitement un interprète.
Uzbek	<b>Uzbek</b> <b>O'zbek tili</b> Siz O'zbek tili da gaplashasizmi? Biz bepul tarzda sizga tarjimon beramiz.	Italian	<b>Italian</b> <b>Italiano</b> Parla italiano? Le forniremo gratuitamente un interprete.

**UPMC** LIFE CHANGING MEDICINE

American Sign Language (ASL)



**CYRACOM**  
Language Solutions



## TIPS FOR YOUR HEALTH AND SAFETY IN THE HOSPITAL

- **Review your care plan.** Each day you will receive a printed document called *My Daily Plan of Care*. It has information about your care in the hospital such as diet, tests, and laboratory results. Please ask your nurse if you do not receive the document.
- **Talk to your health care team.** Feel free to ask questions or have something explained if you do not understand. We encourage you to take notes and include your support person(s) to help you make important decisions.
- **Know your medicines.** Do not take any of your personal medicines unless your doctor or nurse tells you it is okay. You should give them to someone to hold for you. Before you leave, you should know the names of your medicines, the reason you need to take them, and possible side effects.
- **Control your pain.** We want you to be as comfortable as possible. Let us know as soon as you start to feel pain. If you get pain relief before the pain becomes bad, it takes less medicine to make you feel better.
- **Get your rest.** Rest is an important part of the healing process. Earplugs are available to help reduce noise. Please ask a member of your care team.
- **Prevent infections.** The most important step in preventing the spread of germs and infection is **handwashing**. When washing, rub your hands together vigorously. It's OK to ask anyone who enters your room if they have washed their hands! Try not to touch medical devices and minimize clutter in your room so surfaces can be cleaned.
- **Be a partner in your care.** Devices that go inside your body, such as a catheter in your bladder or an IV in your arm or neck, may be a source of infection if left in longer than necessary. It's OK to ask a care team member when they can be removed.
- **Be aware of fall risks.** There are many reasons people feel unsteady when getting out of bed or walking by themselves. As needed, ask for help before getting up. Non-slip socks are also available. Ask your nurse.
- **Stay active.** An important part of feeling better is getting out of bed and moving. Talk with your care team about safely getting out of bed.
- **Protect yourself and others by not smoking.** Smoking is not allowed on UPMC property. This includes hospitals, facilities, and grounds, including parking lots, garages, and other outdoor locations such as UPMC-owned sidewalks.



For a full library of health education materials, go to [UPMC.com/HealthLibrary](https://www.upmc.com/HealthLibrary).



## CONDITION HELP

Condition Help is a 24/7 patient safety hotline that patients and support persons can call when there is:

- An emergency when patients or support persons cannot get the attention of hospital staff
- A communication breakdown with the care team in how care is given
- Uncertainty over what needs to be done

**To activate Condition Help, call 716-487-0141 and a rapid response team will be sent to your room.**



## SAFETY AND SECURITY

We want to keep all of our patients, support persons, and staff safe. Our Security Department is available 24 hours a day, 7 days a week and can be reached at **716-664-8200**.

### Patient Personal Property

Please leave personal property at home or with a support person. If that is not possible, please tell your nurse. UPMC is not responsible for any patient valuables or other personal property brought to the hospital. Do not bring in or use appliances that plug into wall outlets (fans, radios, televisions, heating pads, or blankets). Most battery-powered devices are allowed. Please check with your nurse.

### Video and Photography

UPMC reserves the right to prohibit, for any reason, personal photography or video or audio recording by a patient, a patient's family member, or a patient's visitor. Photographing, filming, or recording another patient, or a UPMC staff member, without that person's consent is never permitted. Violations may result in confiscation of the photograph or recording, and/or requiring the person violating the policy to leave the UPMC hospital. Photographing or filming the birth of a baby may be permitted, subject to appropriate limitations, when all parties have given their consent.

### Security Escort Service

Security is available to walk you to your car after hours. For an escort, please ask a staff member to contact Security.

### UPMC No Weapons Policy

UPMC does not allow weapons or illegal substances of any kind on its property, regardless of any permits you may have. UPMC reserves the right to search patient rooms and belongings, and to remove medicines or supplements not prescribed by your doctor, as well as weapons, illegal substances, or other items considered unsafe for the care environment.



## TV CHANNELS

Television service is provided free for our patients.

5	ABC	34	Food Network
6	CBS	35	FOX News
7	CW	36	YES TV
8	FOX	37	FX
9	NBC	38	Golf Channel
10	PBS	39	CNN HN
11	Univision	40	HGTV
12	Telemundo	41	History Channel
13	C-SPAN	42	Lifetime
14	A&E	43	MSNBC
15	Freeform	44	MTV
16	AMC	45	National Geographic
17	Animal Planet	46	Nickelodeon
18	BBC America	47	Science Channel
19	BET	48	FOX Sports
20	Bloomberg TV	49	Syfy
21	BRAVO	50	TBS
22	Cartoon Network	51	TLC
23	CNBC	52	TNT
24	CNN	53	Travel Channel
25	Comedy Central	54	USA
26	Discovery Channel	56	The Weather Channel
27	Disney Channel	57	YNN
28	E!	59	MSG
29	ESPN	60	MSG+
30	ESPN 2	99	TV Channel Guide
31	ESPN Classic	100	Music Channel
32	ESPN News		
33	ESPN U		



## AMENITIES AT UPMC CHAUTAUQUA

### Meals

A Nutrition Services Representative will visit you each day to review the menu and get your meal choices. Menus are available in English and Spanish. Patients who are admitted close to meal time will receive our standard tray and menu choices will be collected as soon as possible.

If you need a snack between meals, please ask your nurse to contact Nutrition Services.

### Guest Trays

Guest trays are available for support persons. Please have them ask the host or hostess for a guest tray when they come to take your order. Support persons can also place an order by calling **716-664-8245**.

### Cafeteria

The cafeteria is located on the 1<sup>st</sup> floor near the West Elevators.

It is open Monday through Friday from 7 a.m. to 2 p.m. with breakfast available from 7 a.m. to 10 a.m. and lunch available from 10:30 a.m. to 2 p.m.

### Vending Machines

Vending machines are located on the 1<sup>st</sup> floor by the Emergency Department and on the 2<sup>nd</sup> floor by the Main Entrance/Lobby.

### Wireless Devices and Internet Access

We offer free wireless Internet access for all patients and support persons. To connect, follow these 3 easy steps:

1. Go to “Wi-Fi” or “Network Connections” on your laptop or mobile device.
2. Choose “**UPMC Guest**” to connect.
3. Press “accept” to verify that you have read and accepted the Acceptable Use Policy.

Please read and follow all signs posted in the hospital about restrictions on the use of cell phones, computers, and other wireless devices.



## DISABILITIES RESOURCE CENTER

The UPMC Disabilities Resource Center (DRC) makes sure that health care is accessible to people with disabilities, including those who are deaf, hard of hearing, blind or have low vision, or those with mobility, speech, intellectual, cognitive, or behavioral disabilities. We offer accessibility, communication, and hearing assistance resources. Please let a staff member know of your needs.

### **Service Animals**

Service animals as defined by the Americans with Disabilities Act, are welcome in all public areas within UPMC facilities and your room. Animals must be housebroken and under the control of their owner. If the owner is unable to care for the animal during their stay or visit, another person must be designated to do so. UPMC staff are not required to care for service animals.

**For more information, visit [UPMC.com/DRC](https://www.upmc.com/DRC) or call 412-605-1483.**



## SPIRITUAL CARE

We offer spiritual support to patients and their support persons upon request. Our Chapel is located on the 2<sup>nd</sup> floor.





## YOUR CLINICAL CARE TEAM

### **Doctors (Including Fellows, Residents, Intensivists, and Hospitalists)**

Doctors (MD or DO) diagnose, prescribe treatment, and are responsible for all aspects of patient care. They also supervise and train members of the care team. Doctors will consult with a specialist if needed.

### **Advanced Practice Providers (Nurse Practitioners and Physician Assistants)**

Advanced practice providers may include nurse practitioners, physician assistants, and others who support the work of your doctors by helping them treat patients, perform procedures, and document your care. They may accompany your doctor or see you separately.

### **Nurse Leaders (Unit Directors and Clinicians)**

Unit directors manage the unit and staff. Clinicians assist the manager with their responsibilities.

### **Registered Nurses and Licensed Practical Nurses (RNs and LPNs)**

Nurses provide care while working closely with your doctor(s). Care includes your physical care as well as giving and teaching you about your medicines, illness or procedure, and what you need to go home and stay well.

### **Patient Care Technicians (PCTs) and Nursing Assistants (NAs)**

Patient care technicians and nursing assistants provide your physical care. They help you to the bathroom, take your blood pressure, temperature, pulse, and draw blood, along with other care you may need.



## VISITING INFORMATION

Visits from others is an important part of your recovery. We call visitors **support persons**, who have specific and important duties. The support person communicates with the care team, participates in bedside shift report, reviews the communication board, participates in discharge planning, and communicates to other family members and friends.

Support persons may include, but are not limited to, a spouse, domestic partner, family member, or friend. You can also change your mind about who you wish to visit you at any time.

Please ask a care team member about the current visiting hours and guidelines or go to [UPMC.com/ChautauquaVisitors](https://www.upmc.com/ChautauquaVisitors).



## PATIENT RELATIONS

Our Patient Relations coordinators are available to assist with any questions you may have about your care. If you are unable to resolve your concerns with your health care team, we can help. To contact us, please call **716-664-8271**.



**UPMC Chautauqua**  
207 Foote Ave.  
Jamestown, NY 14701  
**716-487-0141**  
**UPMCChautauqua.com**

Scan this QR code to  
visit **UPMC.com** for  
more information.



## IMPORTANT PHONE NUMBERS

Condition Help	716-487-0141
Lost and Found	716-664-8200
Medical Records	716-664-8147
Patient Relations	716-664-8271
Patient Billing Questions	1-800-854-1745
Security	716-664-8200

 Created with input from the UPMC  
Patient and Family Advisory Council (PFAC)

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