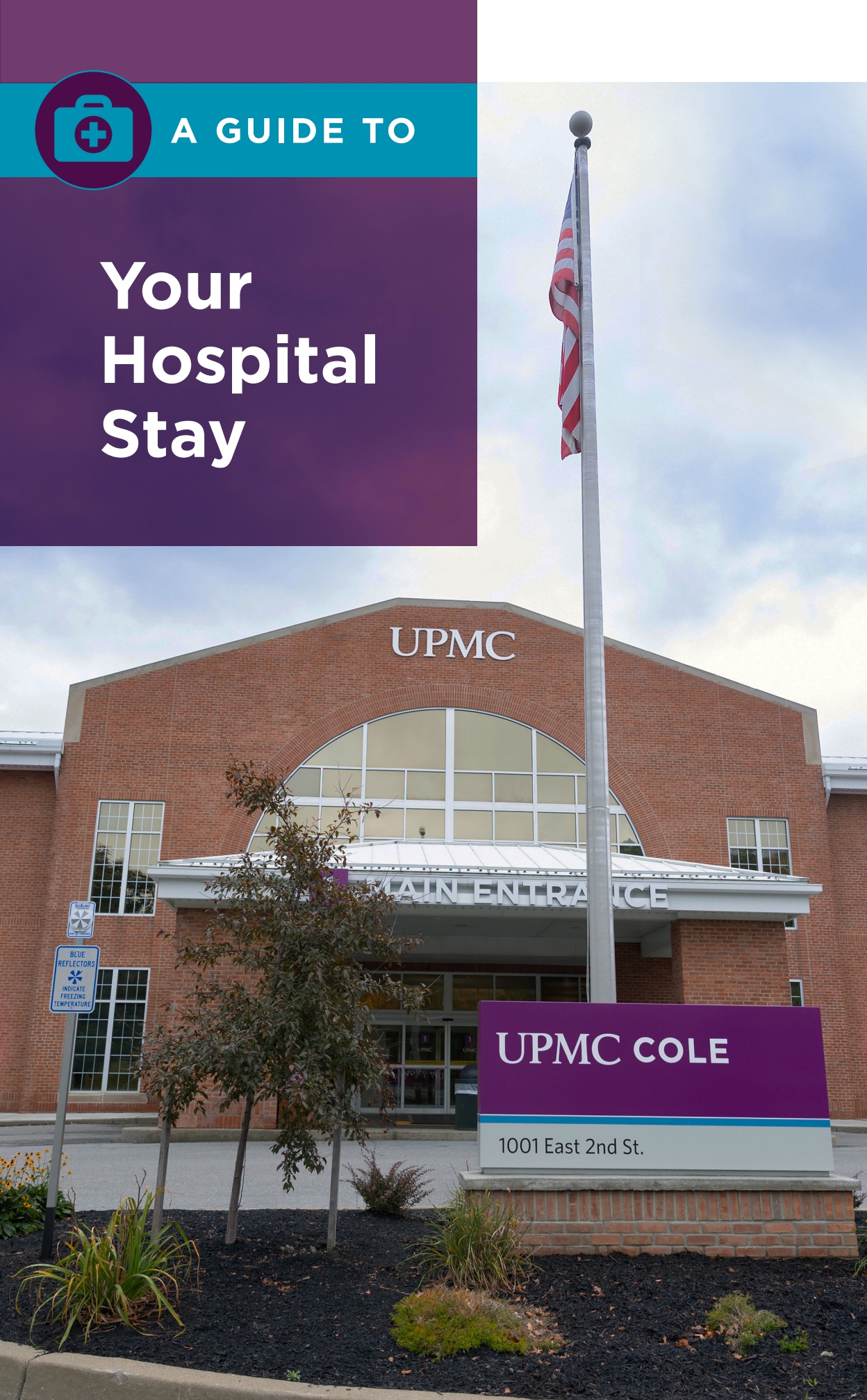




A GUIDE TO

# Your Hospital Stay



UPMC COLE

1001 East 2nd St.

UPMC | COLE



## WELCOME LETTER FROM DANIEL J. GLUNK MD, MHCDS, FACP, PRESIDENT

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



At UPMC Cole, 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 to 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 coming 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 used to help keep everyone 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.

Your feedback is important to us as it guides how we care for our patients. **Nurse leader rounds, bedside shift report, and communication boards** 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 Cole and for your input so we can continuously improve the services we provide.

Sincerely,

**Daniel J. Glunk MD, MHCDS, FACP**  
*President, UPMC Cole*





## TIPS FOR YOUR HEALTH AND SAFETY IN THE HOSPITAL

- **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 814-558-7183 and a rapid response team will be sent to your room.**



## SAFETY AND SECURITY

We want to keep all patients, support persons, and staff safe. Security is available 24 hours a day, 7 days a week. To contact Security, please call **814-274-9301, ext. 1024.**

### 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.

### 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.



## AMENITIES AT UPMC COLE

### Meals

Diet plays an important role in your recovery and we want to make sure you have the best diet to fit your needs and physical condition. To place an order for food and beverages, or if you have any questions about the diet and food choices available, please dial **1231** from any **hospital phone**.

### Cafeteria

The Cafeteria is located on the 1st floor. It offers a wide selection of coffees, teas, fresh soups, made-to-order sandwiches, pizza, desserts, and refreshments. It is open for a hot breakfast Monday through Friday from 8:30 to 10 a.m., lunch 7 days a week from 11 a.m. to 1:30 p.m., and dinner 7 days a week from 4:45 to 5:15 p.m. There is a self-serve continental style breakfast Saturday and Sunday from 8:30 to 10 a.m.

### Vending Machines

Vending machines are located on the 1st floor by the gift shop, in the Emergency Department Waiting Area, on the 2nd floor outside the Maternity Department and in the Surgery Center Waiting Area.

### Gift Shop

Our gift shop is located by the Main Entrance.

### 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.

### Television Service

Television service is provided free for our patients. Ask a staff member for a listing of TV channels.

### Language Interpretation Services

You have access to interpretation services 24 hours a day, 7 days a week at no cost to you via our partner Stratus. Please ask a staff member for more information about Language Interpretation Services.



## 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 in 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

Spiritual Care is available to persons of all faiths. We know that your faith can be a great source of healing and comfort during your stay. We offer spiritual support to patients and their support persons by identifying the spiritual and emotional needs of all who desire our services. We are here to:

- Offer prayer, religious services, rituals, and sacraments
- Respond to crisis and emergency situations
- Assist patients and families to contact their clergy, spiritual advisor, or faith community
- Offer scripture and devotional items from different faith traditions

To place a request for Spiritual Care, please ask a member of your care team.



## YOUR 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. Clinicians assist the director 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 temperature, blood pressure, and pulse, draw blood, and provide other care that you may need.

### **Patient and Family Concierges (PFCs)**

Patient and family concierges are here to help with non-clinical tasks during your stay. They will guide you and your support person(s), bring meals and snacks, make sure your room is in good condition, and help with transport at discharge.



## VISITING INFORMATION

Visits from others are 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/ColeVisitors](https://www.upmc.com/ColeVisitors).

## PATIENT RELATIONS

Our Patient Relations representatives 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 **570-321-3252**.



### UPMC Cole

1001 E. 2nd St.  
Coudersport, PA 16915

**814-274-9300**

**UPMC.com/NorthCentralPa**



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

## IMPORTANT PHONE NUMBERS

Admissions/Patient Access/Registration	<b>814-274-9300</b>
Billing and Insurance	<b>6137</b> (hospital phones only) <b>814-274-6136</b> (all other phones)
Care Management	<b>814-274-5428</b>
Condition Help	<b>814-558-7183</b>
Health Information (Medical Records)	<b>814-274-5275</b>
Patient Financial Services	<b>6137</b> (hospital phones only) <b>814-274-6136</b> (all other phones)
Patient Registration	<b>814-274-9300</b>
Patient Relations	<b>570-321-3252</b>
Security	<b>814-274-9301 ext. 1024</b>
Volunteer Services	<b>814-274-5520</b>

 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.