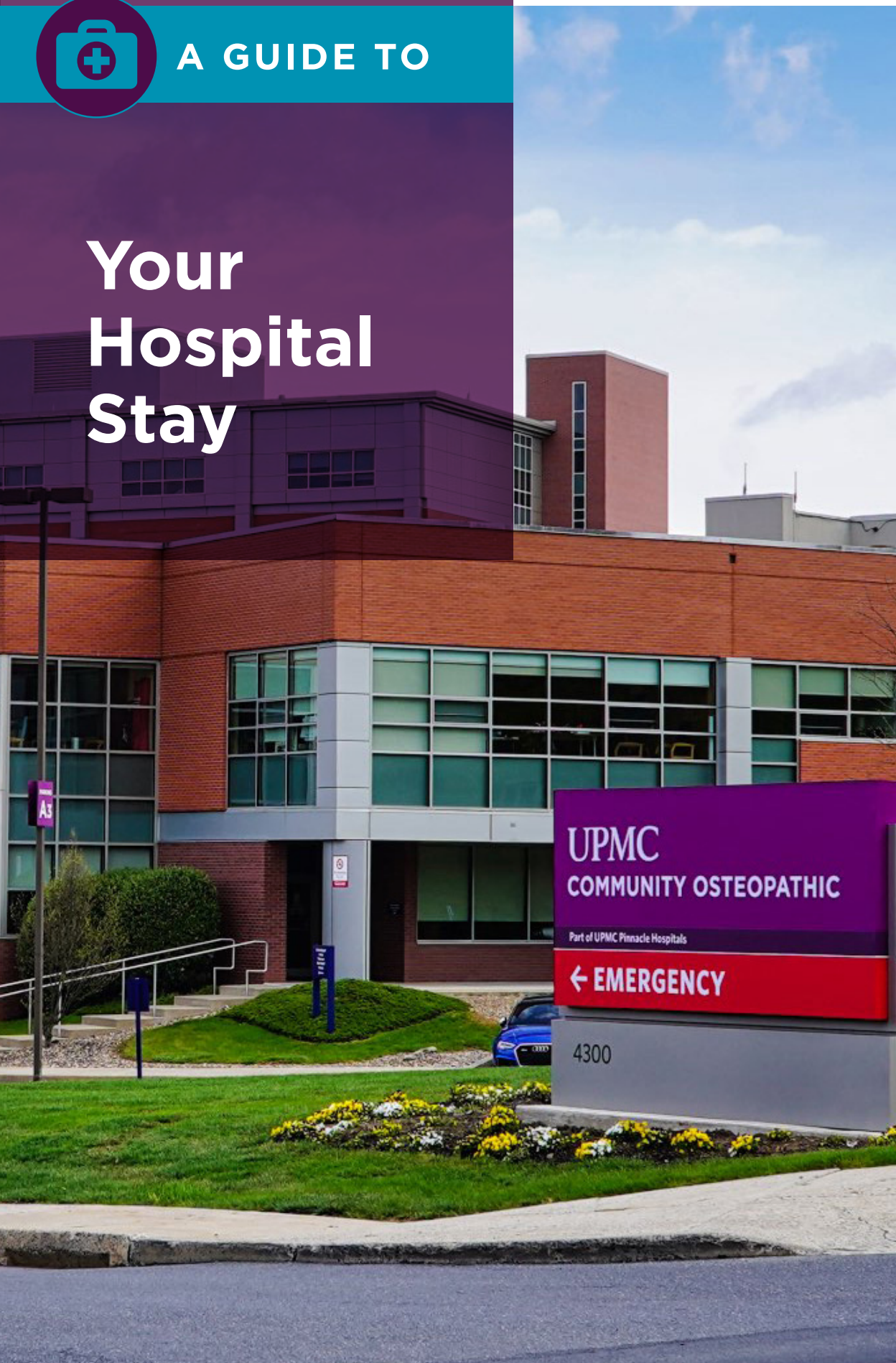




A GUIDE TO

Your Hospital Stay



UPMC | **COMMUNITY**
OSTEOPATHIC



WELCOME LETTER FROM ELIZABETH RITTER, MHA, PRESIDENT

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



At UPMC Community Osteopathic, 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 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.

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 Community Osteopathic and for your input so we can continuously improve the services we provide.

Sincerely,

Elizabeth Ritter, MHA
President, UPMC Community Osteopathic



LANGUAGE INTERPRETATION SERVICES

Interpretation Services Available

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.

Spanish	Indique su idioma. Llamaremos a un intérprete. El servicio es gratuito.
Nepali	आफ्नो भाषालाई इगित िनुनहोस। एक दनभाषया बोलाइनेछ। दनभाषया तपाईंलाई कन नै पनन लातिमा प्रदानिरिएको छ।
Arabic	لغتك. وسيتم الاتصال بمترجم فوري. نقدم خدمه الترجمة الفورية مجاناً لك
Russian	Укажите язык на котором Вы говорите и для Вас вызовут переводчика. Услуги переводчика предоставляются бесплатно.
Haitian Creole	Endike lang ou a. Y ap rele yon entèprèt. W ap jwenn entèprèt la gratis.
Swahili	Onyesha lugha yako. Mkalimani atapigiwa simu. Mkalimani hutolewa bila gharama kwako.
Vietnamese	Hãy chỉ vào ngôn ngữ của quý vị, một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.
Mandarin	请指定您的语言, 我们会提供免费的口译服务
Pashto (Afghanistan)	خپلې ژبې ته اشاره وکړئ. یو ترجمان به وغوښتل شي. ترجمان تاسو ته وړیا چمتو کيږي.
Uzbek	O'z tilingizni ko'rsating. Tarjimon chaqiriladi. Tarjimon sizga bepul taqdim etiladi.
French	Désignez votre langue du doigt. Un interprète sera contacté et mis à votre disposition gratuitement.
Portuguese (Brazil)	Aponte para o seu idioma. Um intérprete será chamado e providenciado gratuitamente para você.
Dari (Afghanistan)	زبان خود را معین کنید. یک مترجم شفاهی فراخوانده خواهد شد. ارائه مترجم شفاهی بدون هزینه برایتان خواهد بود.
Turkish	Dilinizi gösterin. Bir tercüman çağrılacak. Tercüman size ücretsiz olarak sağlanacaktır.
Kinyarwanda	Erekana ururimi rwawe. Umusemuzi azahamagarwa. Umusemuzi atangwa nta kiguzi kuri wowe.
American Sign Language (ASL)	 Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.



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 717-988-4357 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. To contact Security, call **717-657-7262**.

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.

2	CBS (WHP-21)	43	History Channel
3	NBC (WGAL-8)	44	Freeform
4	Shopping	45	TLC
5	FOX (WPMT-43)	46	MSNBC
6	PBS (WITF-33)	47	MASN
7	WLYH-49	48	SportsNet Pittsburgh
9	ABC (WHTM-27)	49	Jewelry TV
11	QVC	50	TBS
13	CW (WLYH-15)	51	Syfy
20	WHBG	52	Comedy Central
23	BET	53	FX
24	Headline News	54	Hallmark Channel
25	AMC	56	EWTN/Truth & Life
26	CNBC	57	E!
27	MTV	58	Bravo
28	Univision	59	Big Ten Network
29	CNN	61	Home Shopping Network
30	ESPN	63	Animal Planet
31	ESPN2	65	HGTV
32	USA Network	66	Golf Channel
33	TNT	68	TV Land
34	Paramount Network	69	FS1
35	NBC Sports Philadelphia	70	TruTV
36	Weather Channel	71	OWN
37	A&E	72	C-SPAN 2
38	Discovery Channel	73	Game Show Network
39	Disney Channel	74	PCN
40	Nickelodeon	75	FOX News
41	VH1	77	Food Network
42	Lifetime		



AMENITIES AT UPMC COMMUNITY OSTEOPATHIC

ATM

There is an ATM on the 1st floor near the gift shop in the Main Lobby.

Dining

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. Each day, a menu is provided to you. When you are ready to place your meal order, please call **717-657-7132**. Our Food Service attendants can help with any questions or changes you may have. We are available from 6:30 a.m. to 6:30 p.m.

Guest Trays

Guest trays are available for support persons. Meal vouchers for your support person(s) can be purchased in the Community Café.

Community Café

The Community Café is located on the basement level. It offers a wide selection of meals, sandwiches, to-go items, and refreshments. It is open Monday through Friday from 6:30 a.m. to 7:15 p.m. and on weekends and holidays from 11 a.m. to 6:15 p.m.

WellBean Café

The WellBean Café is located on the 1st floor and offers freshly baked pastries, muffins, scones, and bagels. It also features hot and cold espresso beverages, freshly brewed coffee, fruit smoothies, and specialty teas. It is open Monday through Friday from 6:30 a.m. to 4 p.m.

Vending Machines

Vending machines are located on the basement level outside the Community Café and in the Emergency Department Waiting Area on the 1st floor.

Gift Shop

The hospital gift shop is located in the Main Lobby. An assortment of gifts, flowers, snacks, and reading materials are available for purchase. Proceeds from the gift shop go to UPMC in Central Pa. for patient care services. For more information and hours of operation, call **717-657-7407**.

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. Once the Captive Wi-Fi screen appears, scroll down and press “**Log In**” to verify that you have read and accepted the Guest Internet Access Terms and Conditions.

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 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 hospital stay. We offer spiritual support to patients and their support persons upon request. Visits may be requested by asking any hospital staff member or by calling **717-782-5700**.

We are here to:

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

Our Chapel is located next to the Main Lobby and is open to people of all faiths.



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. Visits by pets are only allowed under very limited circumstances and must be approved in advance.

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



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 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 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.

ROVERS: A TOOL TO SUPPORT YOUR CARE

You may see us using mobile phones while caring for you. These devices are called Rovers. They are a secure, mobile extension of our electronic health record system.

Rovers help us provide safer and more accurate care right at your bedside. Even when we are using them, we are still listening and focused on you. If you have any questions, please ask.

PATIENT RELATIONS

Our Patient Relations team is 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 **717-657-7341**.

We believe in, support, and promote dignity, inclusion, and belonging. Kindness and respect are expected from—and for—all who enter our doors.



UPMC Community Osteopathic

4300 Londonderry Road
Harrisburg, PA 17109

717-652-3000

UPMCCentralPa.com

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



IMPORTANT PHONE NUMBERS

Care Management	717-782-5574
Condition Help	717-988-4357
Food Services	717-657-7382
Gift Shop	717-657-7407
Health Information (Medical Records)	717-657-7256
Housekeeping	717-920-4161
Patient Financial Services	717-231-8989
Patient Registration	717-657-7350
Patient Relations	717-657-7341
Security	717-657-7262
Spiritual Care Services (Chaplain)	717-782-5700
UPMC Pinnacle Foundation	717-231-8080
Volunteer Services	717-657-7397



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.

To Reorder, contact Patientex@upmc.edu

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