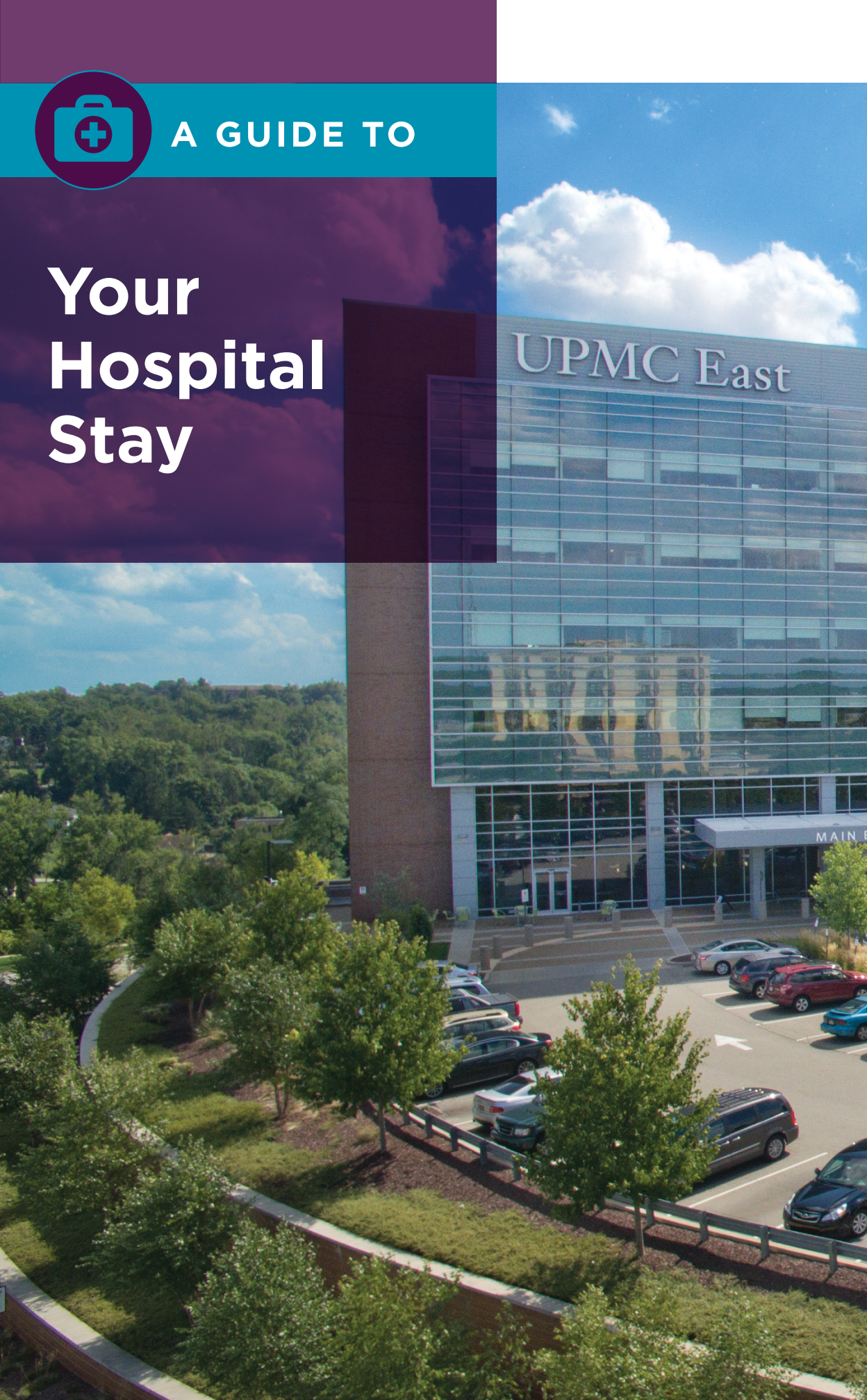




A GUIDE TO

Your Hospital Stay



UPMC | EAST



WELCOME LETTER FROM MARK O'HERN, PRESIDENT

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



At UPMC East, 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 East and for your help and input so we can continuously improve the services we provide.

Sincerely,

Mark O'Hern
President, UPMC East



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

Spanish ¿Habla español? Le proporcionaremos un intérprete sin costo alguno para usted.
Español

Nepali

Nepali तपाईं नेपाली बोल्नुहुन्छ? हामी
नेपाली तपाईंको लागि निःशुल्क रूपमा दोभाषे उपलब्ध गराउने छौं।

Arabic

Arabic هل تتحدث اللغة العربية؟ سوف نوفر لك
اللغة العربية مترجمًا فورًا بدون أي تكلفة عليك.

Mandarin

Mandarin 您讲国语吗？我们将免费为您提供
中文 翻译。

Swahili

Swahili Je, unazungumza Kiswahili? Tutakupatia
Kiswahili mkalimani bila gharama yoyote kwako.

Russian

Russian Вы говорите по-русски? Мы абсолютно
Русский бесплатно предоставим вам переводчика.

Vietnamese

Vietnamese Quý vị nói được tiếng Việt không? Chúng tôi
Tiếng Việt sẽ cung cấp một thông dịch viên miễn phí cho quý vị.

Uzbek

Uzbek Siz O'zbek tili da gaplashasizmi? Biz bepul
O'zbek tili tarzda sizga tarjimon beramiz.

Somali

Somali Ma ku hadashaa Af Soomaali? Waxaan
Af Soomaali kuu helaynaa tarjumaan bilaa lacag ah.

Burmese

Burmese သင် မြန်မာစကား ပြောပါသလား။
မြန်မာ ကျွန်ုပ်တို့ စကားပြန် တစ်ဦးကို သင့်အတွက် ကုန်ကျစရိတ် မရှိစေပဲ ပေးပါလိမ့်မည်။

Kirundi

Kirundi Uvuga ikirundi? Tuzokuronsa umuntu
Ikirundi agusigurira ata mahera utanze.

Bengali

Bengali আপনি কি বাংলায় কথা বলেন?
বাংলা আমরা আপনাকে একজন দোভাষী (ইন্টারপ্রিটার) দেব যার জন্য আপনার ব্যক্তিগতভাবে অর্থব্যয় করতে হবে না।

Korean

Korean 한국어를 사용하십니까?
한국어 무료로 통역 서비스를 제공해 드리겠습니다.

Kinyarwanda

Kinyarwanda Mbese uvuga ikinyarwanda? Tuzaguhaha
Ikinyarwanda umusemuzi utiyishyurira wowe ubwawe.

French

French Parlez-vous français ? Nous vous
Français fournirons gratuitement un interprète.

Italian

Italian Parla italiano? Le forniremo
Italiano 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 412-664-2000. Let us know that you need Condition Help 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, please call **412-357-3100**.

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

2	WPCW	37	USA
3	KDKA	38	TV Land
5	WTAE	39	CNBC
6	WPGH	40	TLC
7	WGN	41	AMC
8	QVC	42	Comedy Central
9	WPCB	43	PCNC
10	WPMY	44	E!
12	WPXI	45	TBS
14	WQED	46	History Channel
16	WQEX	47	Disney Channel
17	Discovery Channel	48	VH1
19	The Weather Channel	49	BET
22	TNT	52	Travel Channel
23	HSN	53	Food Network
24	Nickelodeon	54	HGTV
25	Lifetime	55	Fox News Channel
26	Freeform	57	Animal Planet
27	ESPN	58	FX
28	ESPN2	59	Style
29	NBC Sports	60	Syfy
30	Golf Channel	61	Bravo
31	CNN	72	Cartoon Network
32	SportsNet	73	PCN
33	CNN HN	74	Hallmark Channel
34	A&E	75	EWTN
35	Spike	76	MSNBC
36	MTV	95	Patient Education



AMENITIES AT UPMC EAST

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 staff member from Nutrition Services will visit you or call to take your menu choices.

Guest Trays

Breakfast, lunch, and dinner guest trays are available for visitors. To place an order, visit the East Café on the 1st floor or ask to speak to a food service host. Guest trays can be ordered from 8 a.m. to 3:30 p.m. Payment is due upon order.

To reach Nutrition Services, please call **412-858-9529**.

UPMC East Café

The UPMC East Café is located on the 1st floor in the East Wing. It is open Monday through Friday from 7 a.m. to 4:30 p.m. and Saturday and Sunday from 8 a.m. to 4 p.m.

YINZ Coffee

YINZ Coffee is a coffee shop located on the ground floor near the garage entrance of the hospital. Hours may vary.

Market C

Market C is a self-service vending kiosk that offers more choices than other vending machines. It is located on the ground floor and is open 24/7.

Vending Machines

Vending machines are located near the Emergency Department in the North Wing of the hospital.

Gift Shop

Lori's Gifts is located on the 1st floor next to the patient and visitor elevators. There is a selection of gifts, flowers, snacks, and reading materials available for purchase. It is open Monday through Friday from 10 a.m. to 5 p.m. To contact the gift shop, call **412-357-3068**.

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 mobile device.
2. Choose "**UPMC Guest**".
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 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

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 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 support persons 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 call 412-357-3151.



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 blood pressure, temperature, pulse, and draw blood, along with other care 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.

After 8 p.m., support persons should access the hospital through the Emergency Department Entrance. Please ask a care team member about the current visiting hours and guidelines, or go to the visitor information webpage at UPMC.com/EastVisitors.

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 **412-357-3800**.



UPMC East
2775 Mosside Blvd.
Monroeville, PA 15146
412-357-3000
UPMCEast.com

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



IMPORTANT PHONE NUMBERS

Admissions, Patient Access, and Registration	412-357-3442
Central Scheduling	412-357-3400
Condition Help	412-664-2000
Emergency Department	412-357-3061
Gift Shop	412-357-3068
Hearing Assistance	412-357-3800
Housekeeping	412-357-3908
Language Interpretation Services	412-357-3800
Parking, Security, and Lost and Found	412-357-3100
Patient Relations	412-357-3800
Medical Records	412-802-0100
Nutrition Services and Guest Trays	412-858-9529
Spiritual Care	412-357-3151
Volunteer Services	412-357-7364

 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.