



A GUIDE TO

Your Hospital Stay



UPMC | HARRISBURG



WELCOME LETTER FROM ELIZABETH RITTER, PRESIDENT

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



At UPMC Harrisburg, 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 care provider every hour during the day, and every 2 hours overnight. This is called **hourly rounding** and is an opportunity for you to talk about your care and any concerns you may have. Hourly rounding is one way to keep you safe and be sure your care needs are being met. You will also 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. **Hourly rounding, 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 Harrisburg and for your help and input so we can continuously improve the services we provide.

Sincerely,

Elizabeth Ritter, MHA
President, UPMC Harrisburg



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.

Albanian Shqip Flisni shqip? Ne do t'ju sigurojm një përkthyes pa asnjë kosto personale për ju.

Indonesian Bahasa Indonesia Apakah Anda berbicara bahasa Indonesia? Kami akan menyediakan penerjemah tanpa biaya apa pun untuk Anda.

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

Italian Italiano Parla italiano? Le forniremo gratuitamente un interprete.

Bosnian Bosanski Da li govorite bosanski? Obezbedićemo Vam prevodioca besplatno.

Korean 한국어 한국어를 사용하십니까? 무료로 통역 서비스를 제공해 드리겠습니다.

Cambodian ភាសាខ្មែរ តើអ្នកនិយាយភាសាខ្មែរដែរទេ? យើងខ្ញុំនឹងផ្តល់ជូនអ្នកបកប្រែភាសាដោយឥតគិតថ្លៃផ្ទាល់ខ្លួនដល់អ្នក។

Mandarin 中文 您讲国语吗? 我们将免费为您提供翻译。

Cantonese 粵語 您講粵語嗎? 我們將免費為您提供翻譯。

Nepali नेपाली तपाईं नेपाली बोल्नुहुन्छ? हामी तपाईंको लागि नि:शुल्क रूपमा दोभाषे उपलब्ध गराउने छौं।

Croatian Hrvatski Govorite li hrvatski jezik? Osigurat ćemo Vam prevoditelja besplatno.

Pennsylvania Dutch Deutsch Wann du Deutsch schwetzsch, darrehscht du ebber griegie, as aa Deutsch schwetzt un dich helfe kann mit die englisch Schprooch.

Farsi فارسی فارسی صحبت می کنید؟ یک مترجم شفاهی رایگان در اختیار شما قرار خواهیم داد.

Polish Polski Czy mówisz po polsku? Zapewnimy bezpłatną pomoc tłumacza.

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

Portuguese Português Fala português? Vamos facultar-lhe um intérprete, sem custos para si.

French Creole Kreyòl Ayisyen Èske ou pale Kreyòl Ayisyen? N ap ba ou yon entèprèt gratis.

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

German Deutsch Sprechen Sie Deutsch? Wir stellen Ihnen unentgeltlich einen Dolmetscher zur Verfügung.

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

Gujarati ગુજરાતી તમે ગુજરાતી બોલો છો? અમે ઈન્ટરપ્રીટર દુભાષિયો પૂરો પાડીશું, જેનો ખર્ચ તમારે ઉપાડવાનો રહેશે નહીં.

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

Haitian Creole Kreyòl Ayisyen Èske ou pale Kreyòl Ayisyen? N ap ba ou yon entèprèt gratis.

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

Hindi हिन्दी क्या आप हिन्दी बोलते हैं? हम आपके लिए बिना किसी निजी लागत के एक दुभाषिया को उपलब्ध कराएँगे।

Urdu اردو کیا آپ اردو بولتے ہیں؟ ہم بغیر آپ کے ذاتی لاگت کے آپ کے لئے ترجمان فراہم کریں گے۔

Hungarian Magyar Beszél magyarul? Teljesen költségmentesen biztosítunk egy tolmácsot az Ön számára.

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

American Sign Language (ASL)





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 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, dial 717-988-4357 from any phone 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 **717-782-3356**.

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.

200	NBC (WGAL-8)	220	Animal Planet
202	CBS (WHP-21)	221	Bravo
203	ABC (WHTM-27)	222	TLC
204	PBS (WITF)	223	HGTV
205	FOX (WPMT-43)	224	Discovery Channel
206	Nickelodeon	225	USA
207	Disney Channel	226	Travel Channel
208	Freeform	227	Food Network
209	TV Land	228	CMT
210	Hallmark Channel	229	History Channel
211	CNN	230	Weather Channel
212	Fox News	231	Univision
213	ESPN	232	EWTN
214	ESPN2	233	MyTV
215	AMC	236	Newborn Channel (English)
216	FX	237	Newborn Channel (Spanish)
217	LMN	242	TV Guide Channel
218	Lifetime	802	Music
219	A&E		



AMENITIES AT UPMC HARRISBURG

ATM

There is an ATM on the 1st floor 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 staff member from Food Services will visit you or call to take your menu choices.

Guest Trays

Guest trays are available for purchase for support person(s). Call **717-782-5300**.

Seven Bridges Café

The Seven Bridges Café is located on the 11th floor (use Elevator D). 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 weekends and holidays from 11 a.m. to 6:15 p.m.

Hidden Door Café

The Hidden Door Café is located on the 1st floor by the Main Lobby. It offers a wide selection of meals, sandwiches, to-go items, and refreshments. It is open Monday through Friday from 6 a.m. to 8 p.m., and weekends and holidays from 6 a.m. to 4 p.m.

River Brew Café

The River Brew Café is located on the 1st floor in the Main Lobby. It offers a selection of hot and cold espresso beverages, fresh brewed coffee, fruit smoothies, and specialty teas. It is open Monday through Friday from 6 a.m. to 1:30 a.m., and weekends from 6:30 a.m. to 1:30 p.m.; This café is closed on all major holidays.

Vending Machines

Vending machines are located on the 11th floor near Seven Bridges Café and on the 1st floor in the Emergency Department Waiting Area.

Gift Shop

The hospital gift shop is located on the 1st floor in the Main Lobby. 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. It is open Monday through Friday from 9 a.m. to 4 p.m., Saturday from 11 a.m. to 4 p.m., and Sunday from noon to 4 p.m. (Hours can vary due to volunteer availability.) For more information, call **717-782-5441**.

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 “PHSGuest” 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 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 upon request to persons of all faiths. 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

Our chapel is located on the 1st floor near the main elevators. To place a request for Spiritual Care, please ask a hospital staff member or call **717-782-5700**.



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 **717-782-5503**.

Connections Rx at UPMC Harrisburg

Connections Rx at UPMC Harrisburg provides a full inventory of prescription medicines and a large selection of over-the-counter medicines and nutritional products. It also offers limited durable medical equipment products, vaccines and immunizations, and medicine therapy management for qualified patients. Connections Rx is located on the 1st floor in the Main Lobby and participates in most major prescription drug insurance plans. It is open Monday through Friday from 8 a.m. to 8 p.m., and weekends and holidays from 8:30 a.m. to 5 p.m. For more information, call **717-782-3200**.



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 temperature, blood pressure and pulse, draw blood, and provide other care that 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 the visitor information webpage at [UPMC.com/HarrisburgVisitors](https://www.upmc.com/HarrisburgVisitors).

UPMC Central PA Portal

Our patient portal offers convenient and secure access to your health information, 24 hours a day, 7 days a week. Message your doctor, schedule appointments, view test results, and more. Scan the QR code or go to [UPMC.com/CentralPAPortal](https://www.upmc.com/CentralPAPortal) for more information.





UPMC Harrisburg
111 S. Front St.
Harrisburg, PA 17101
717-782-3131
UPMCCentralPa.com

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



IMPORTANT PHONE NUMBERS

Care Management	717-782-5574
Central Scheduling	717-230-3700
Condition Help	717-988-4357
Connections Rx	717-782-3200
Food Services	717-782-5300
Gift Shop	717-782-5441
Housekeeping	717-213-3959
Medical Records	717-782-3293
Patient Financial Services	717-230-3717
Patient Relations	717-782-5503
Security	717-782-3356
Spiritual Care Services (Chaplain)	717-782-5700
UPMC Pinnacle Foundation	717-231-8080
Volunteer Services	717-782-3353

 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.