



A GUIDE TO

Your Hospital Stay

A MAIN ENTRANCE

UPMC | MEMORIAL



WELCOME LETTER FROM MICHELLE DEL PIZZO, PRESIDENT

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



At UPMC Memorial, 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 person(s) the best possible experience.

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

Sincerely,

Michelle Del Pizzo
President, UPMC Memorial



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? យើងខ្ញុំនឹងផ្តល់ជូនអ្នកបកប្រែភាសាដោយឥតគិតថ្លៃជាល់ខ្លួនដល់អ្នក។

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 schwetzschst, 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.

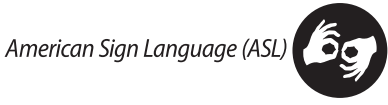
Swahili Kiswahili Je, unazungumza Kiswahili? Tutakupatia mkalimani bila gharama yoyote kwako.

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

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.





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 name 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, 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 **717-849-5343**. In addition to the hospital security team, UPMC Memorial is patrolled by a full-service police department.

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 AND MUSIC CHANNELS

Television and music service is provided free for our patients.

TV Channels

2	WGAL (NBC)
3	WHP (CBS)
4	CW
5	WHTM (ABC)
6	WITF (PBS)
7	WPMT (FOX)
8	A&E
9	AccuWeather
10	AMC
11	Animal Planet
12	BabyFirst TV
13	BET
14	Boomerang
15	Bravo
16	BYU TV
17	Cartoon Network
18	CNBC
19	CNN
20	Comedy Central
21	C-SPAN
22	Discovery Channel
23	Disney Channel
24	Disney Jr.
25	Disney XD
26	ESPN
27	ESPN2
28	ESPN News
29	ESPNU
30	EWTN
31	Food Network
32	Fox News
33	Fox Sports 1

34	FX
35	Hallmark Channel
36	Hallmark Movies and Mysteries
37	HGTV
38	History Channel
39	Lifetime
40	MSNBC
41	MTV
42	National Geographic
43	NBCSN
44	Nick Jr.
45	QVC
46	Syfy
47	TBS
48	TLC
49	TNT
50	TBN
51	truTV
52	TV Land
53	Univision
54	USA

Music Channels

55	70s Music
56	80s Music
57	90s Music
58	Contemporary Christian
59	Contemporary Instrumental
60	Country
61	Light Classical
62	Nature Sounds
63	Pop Hits
64	Soft Rock



AMENITIES AT UPMC MEMORIAL

ATM

There is an ATM in the vending area next to 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. You can place your order from 6:30 a.m. to 6:30 p.m. by dialing **7900** from your hospital phone. You may choose when to have your meals delivered. If you need help with your order or menu choices, a Food Services attendant can visit you.

Guest Trays

Guest trays are available for support persons. Meal vouchers for support persons can be purchased in the Memorial Café.

Memorial Café

The Memorial Café is located on the ground floor. 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 8 a.m. to 4:30 p.m.

Vending Machines

Vending machines are located on the ground floor outside the Memorial Café, near the Emergency Department, and on the 2nd floor outside the Surgery Waiting Room.

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. For more information and hours of operation call **717-815-2744**.

Rolling Library

To help you pass the time while you are in the hospital, we offer a rolling library of books, puzzle books, and coloring books. When you leave, you can take them home with you. Call Volunteer Services at **717-849-5470** to request these materials.

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

We offer spiritual support to patients and their support persons upon request. Visits may be requested by asking any hospital staff or dialing **717-815-2386**.

We are here to:

- Offer prayer, religious service, 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 in the Main Lobby and is open to people of all faiths.

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 to visit the Central PA Portal, or go to **[UPMC.com/CentralPAPortal](https://www.upmc.com/CentralPAPortal)**.





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/MemorialVisitors](https://www.upmc.com/MemorialVisitors).



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 **717-849-5300**.



UPMC Memorial
1701 Innovation Drive
York, PA 17408
717-843-8623
UPMCCentralPa.com



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

IMPORTANT PHONE NUMBERS

Care Management	717-849-5314
Condition Help	717-988-4357
Food Services	717-849-2872
Gift Shop	717-814-2744
Health Information (Medical Records)	717-988-1209
Housekeeping	717-885-9785
Patient Financial Services	717-849-5432
Patient Registration	717-849-5409
Patient Relations	717-849-5300
Security	717-849-5343
Spiritual Care Services (Chaplain)	717-815-2386
UPMC Pinnacle Foundation	717-849-5365
Volunteer Services	717-849-5470

 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.