



A GUIDE TO

Your Hospital Stay



UPMC | **WEST SHORE**



WELCOME LETTER FROM DAVID GIBBONS, PRESIDENT

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



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

Sincerely,

David Gibbons, MHA, RN
President, UPMC West Shore

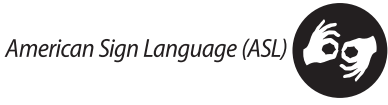


LANGUAGE INTERPRETATION SERVICES

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 tanp 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 Deitsch schwetzsch, darrehscht du ebber griegie, as aa Deitsch schwetzt un dich helfe kann mit die englisch Schprouch.
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, 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 **717-791-2437**.

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

27-265	A&E	33-22	Hallmark
102-11	ABC (WHTM-27)	31-20	HGTV
27-254	AMC	37-43	HSN
27-282	Animal Planet	104-1	Laff TV
28-264	BBC America	32-23	Lifetime
28-327	BET	33-24	Lifetime Movie Network
28-353	Bloomberg Television		
28-237	Bravo	104-2	Lighthouse
102-1	CBS (WHP-21)	101-2	MeTV
29-10	CMT	31-18	MSNBC
29-11	CNN	33-26	Nat Geo Channel
29-12	Comedy Central	101-1	NBC (WGAL-8)
101-11	CW 15	33-27	Nickelodeon
30-14	Discovery Channel	103-2	PBS (WITF)
36-40	Disney Channel	37-41	QVC
36-38	ESPN	32-25	RFD-TV
35-36	ESPN News	33-28	SyFy
35-37	ESPN2	33-29	TBS
36-39	ESPNU	35-35	TCM
38-6	EWTN	34-30	TLC
30-15	Food Network	34-31	Travel Channel
102-12	FOX (WPMT-43)	34-32	TV Land
30-17	Fox News	37-42	Univision
30-16	FX	34-33	USA
36-41	Galavision	35-34	VH1



AMENITIES AT UPMC WEST SHORE

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. Meals can be ordered each day from 6:30 a.m. to 6:30 p.m. by calling **717-988-1726**. 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 purchase for support persons. Meal vouchers can be purchased in the cafeteria.

Hampden Café

The Hampden Café is located on the 1st floor. It offers a wide selection of meals, sandwiches, to-go items, and refreshments. Hours are Monday through Friday: 6:30 a.m. to 7 p.m.; Weekends and holidays: 11 a.m. to 6 p.m.

Vending Machines

Vending machines are located on the 1st floor near the Hampden Café and in the Emergency Department.

Gift Shop

The hospital gift shop is located on the 1st floor beside the main lobby. An assortment of gifts, flowers, snacks, and reading materials are available for purchase. For more information and current hours, call **717-988-1081**.

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.

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 below to visit the Central PA Portal, or go to UPMC.com/CentralPAPortal.





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 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 on the 1st floor. Visits may be requested by asking any hospital staff member or dialing **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**.



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 (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.

You may see additional care providers from other departments in the hospital as well, including imaging, respiratory therapy, lab, and physical, occupational, and speech therapy.



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



UPMC West Shore

1995 Technology Parkway
Mechanicsburg, PA 17050

717-791-2600

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
Gift Shop	717-988-1081
Food Services	717-988-1727
Health Information (Medical Records)	717-988-1209
Housekeeping	717-988-1869
Medical Records	717-782-3293
Patient Financial Services	717-230-3717
Patient Registration	717-988-1085
Patient Relations	717-782-5503
Security	717-791-2437
Spiritual Care Services (Chaplain)	717-782-5700
UPMC Pinnacle Foundation	717-231-8080
Volunteer Services	717- 791-2981



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.