Welcome to Heritage Valley Health System

On behalf of our Board of Directors, Auxiliary, Volunteers and 3,800 employees of Heritage Valley Health System, we extend a warm welcome to you and your family members as you enter one of our healthcare facilities. You are more than a patient or visitor to us at Heritage Valley - you are our guest. All employees of Heritage Valley will do everything possible to make your visit with us as pleasant and comfortable as possible.

This patient guide will help you prepare for your medical care and hopefully answer many questions about your stay at either the Heritage Valley Beaver campus or the Heritage Valley Sewickley campus. This guide also contains information that may be helpful to your family members and visitors. If you require additional information, please ask any of our employees for assistance.

During your stay, it is important that you and your family have “very good” care. We consider patients and their families as our partners in the provision of safe, quality healthcare and it is important that you are informed and knowledgeable about your healthcare needs. You can participate by calling staff whenever you have any questions. Patients and visitors should also wash their hands or use the hand sanitizing dispensers frequently and not hesitate to call for any mobility assistance (in order to prevent potential falls). To keep everyone focused on maintaining a healing environment, we use the acronym “CQI”, which stands for Clean, Quiet and Informed.

The Mission of Heritage Valley Health System is “to improve the health and well being of all people in the communities that we serve”. We are comprised of two hospitals: Heritage Valley Beaver and Heritage Valley Sewickley, five medical neighborhoods, numerous outpatient facilities and physicians’ offices that provide comprehensive healthcare for residents of Allegheny, Beaver, Butler and Lawrence counties in Pennsylvania; eastern Ohio; and the panhandle of West Virginia. You may be surprised to know that many of our 450 physicians and 3,800 employees live in these communities that we serve everyday and might actually be your next-door neighbor, family member, customer or acquaintance. We have found that we are “uniquely connected for life” with our community.

We hope that we will be able to exceed your expectations and make your stay with us as pleasant as possible.

Sincerely,

Norm Mitry
President/CEO
Heritage Valley Health System
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Heritage Valley Health System

Heritage Valley Health System is a progressive community-based healthcare system located in southwestern Pennsylvania. In partnership with more than 450 physicians and 3,800 employees, we offer a broad range of medical, surgical and diagnostic services at our hospitals and community satellite facilities, and in physician offices. We serve residents in western Pennsylvania: Allegheny, Beaver, Butler and Lawrence counties, eastern Ohio and the panhandle of West Virginia.

Heritage Valley consists of Heritage Valley Beaver, with 334 beds; Heritage Valley Sewickley, with 186 beds; three affiliated physician groups: Heritage Valley Medical Group, Tri-State Obstetrics and Gynecology, and Heritage Valley Pediatrics; and the Heritage Valley Sewickley Foundation and the Heritage Valley Beaver Foundation.

Our Mission

To improve the health and well-being of all people in the communities we serve.

Our Vision

Heritage Valley Health System will be a leader among community health systems nationally. We will provide exceptional health services across a seamless delivery system, built upon collaborative relationships connecting physicians, employees and the community. We will address both prevention and treatment of disease throughout the continuum of life.

Our Values

- Ethical Behavior
- Responsibility
- Collaboration
- Compassion
- Proficiency
- Service Excellence

Strategic Imperatives

Quality/Safety/Customer Satisfaction
Human Resources
Information Technology
Market Expansion/Community Health
Fiscal Responsibility
Checking In

Checking in at
Heritage Valley Sewickley
1. There is no smoking at the hospital or on the campus.
2. Please park in the visitors’ parking garage on Broad Street.
3. There is a fee to park in the garage. All fees are specified as you enter the garage.
4. If you are staying overnight but not having surgery, or are having outpatient testing, take the parking garage elevator to the third floor to the Admission/Outpatient Testing area. A registrar will help you check in.
5. If you are having surgery on the day you arrive, go to the fourth floor. Follow the signs to Outpatient Surgery for check in.
6. Follow the signs to the central elevators for access to other services and patient rooms on the fourth, fifth, sixth and seventh floors.

Checking in at
Heritage Valley Beaver
1. There is no smoking at the hospital or on the campus.
2. Patients can be dropped off at the front entrance. You may use the main visitors’ parking lot by Entrance A. All parking is free at the facility.
3. Patients who are coming for outpatient surgery or surgery should use the outpatient surgery parking area and Entrance C. Patients will be admitted to the hospital afterward.
4. If you are receiving treatment at the UPMC/Heritage Valley Cancer Center, please park in the center’s parking lot and use Entrance B.
5. Those having a cardiac catheterization can use the cardiac catheterization lot and use Entrance B.
6. Patients using WoundCare, VeinCare & Cardiovascular Physician care should park in the lot by and use Entrance D. There are designated parking spots for WoundCare patients.
7. Patients being admitted should report to the central admission office on the first floor, unless directed otherwise, at Entrance A.
8. Those having routine outpatient testing (i.e. Lab, EKG, X-ray, Nuclear Medicine, etc.) should use Entrance A, unless otherwise directed, and go directly to the Admission/Outpatient Testing area located on the first floor.
## Reference Telephone Numbers

**Heritage Valley Sewickley**  
720 Blackburn Road, Sewickley, PA 15143  
412.741.6600 or 1.877.771.HVHS (4847)

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<tr>
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<td>Billing Information</td>
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<td>Oncology Services</td>
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<td>Outpatient Surgery</td>
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<td>WoundCare</td>
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<td>VeinCare</td>
<td>888.844.834</td>
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Smoking Policy

Heritage Valley Health System maintains a smoke free environment in the buildings and promotes a smoke free environment on all of its properties.

The smoke free environment is applicable to patients, employees, physicians, visitors, students, vendors and contractors.

The smoke free policy prohibits all smoking and tobacco products, including cigarettes, cigars, and pipes. Electronic cigarettes are not permitted to be used in any health system facility. The Heritage Valley Health System environment includes all health system buildings (owned and leased), all properties and all vehicles. Buildings include, but are not limited to the two hospitals, all satellite sites and all physician practices. The environment includes the parking garages and parking lots.

Patients

Patients are not permitted to smoke for any reason while being cared for within a Heritage Valley Health System facility. The ban protects our healthcare workers and others from the known hazards of second-hand smoke. All patients shall be informed of the Smoke Free Environment Policy at their first point of contact within the health system. During the admission or pre-admission process the registered nurse shall assess whether the patient smokes and document this information in the medical record. For patients who respond affirmatively, the registered nurse will inform/remind them that Heritage Valley maintains a smoke free environment and shall ask the patient to send all smoking materials home. For patients who desire assistance to stop smoking, the registered nurse shall make a referral for smoking cessation counseling. If desired or necessary the patient’s physician shall be consulted by the registered nurse regarding nicotine replacement therapy.

Visitors

Visitors are not permitted to smoke while in a Heritage Valley building or on any property owned or leased by Heritage Valley. Even though we request that all visitors refrain from smoking during their entire visit to Heritage Valley Health System, if you must smoke, visitors may smoke on the sidewalks adjacent to the Heritage Valley Sewickley Campus or at Heritage Valley Beaver Campus, off the grounds on the perimeter of the hospital campuses. For the consideration of our neighbors, such individuals are expected not to loiter or cross the street near any neighborhood homes and therefore we ask you to walk while smoking. Smoking products must be disposed of in the receptacles provided. Visitors who are observed smoking will be courteously reminded of the policy and directed to smoking cessation materials. Visitors who cannot refrain from smoking will be asked to leave the premises. All visitors can view information about the Smoke Free Environment policy on the Heritage Valley website at www.heritagevalley.org.
Heritage Valley Sewickley
We welcome visitors to our hospital. To protect patients’ health and privacy, we ask that you follow these rules:

• Only two visitors at a time.

• Children under 12 may visit with special permission from the nursing staff. Please limit these visits to 10 minutes.

• We ask that visitors leave the room while staff is caring for patients.

• Those under 14 who want to visit a patient in critical care must have special permission from the patient’s nurse.

• Anyone with a cold, sore throat or other illness should not visit.

• Please designate one representative to stay in touch with the nurses regarding your condition. That person can then update the rest of the family.

• Visitors, as determined by the patient, will not be restricted, limited, or otherwise denied access to the patient on the basis of race, color, national origin, religion, sex, sexual orientation, or disability.

Medical / Surgical Floors
Noon - 8:30 p.m.

Maternity / Labor & Delivery
Labor & Delivery: 24 hours, maximum of two visitors per room, no visitors under age 14 during delivery.
Support Person: 24 hours
Grandparents and siblings: 12:00 p.m. - 8:30 p.m.
Others: 7:00 p.m. - 8:30 p.m.

Critical Care
12:00 p.m. - 2:00 p.m.; 4:30 p.m. - 5:30 p.m. and 8:00 p.m. - 8:30 p.m.
Limit of two visitors at a time.
Children under 14 must have special permission from the patient’s nurse.
One visitor should be designated to call Critical Care for updates about the patient.

Behavioral Health Unit
Monday through Saturday: 6:00 p.m. - 7:00 p.m.
Sundays & Holidays: 1:00 p.m. - 4:00 p.m.
Children under 12 are not permitted on the unit without special permission and a physician’s order.
The social worker/case manager assigned to each patient is available to speak with family members — in person or by calling 412.749.7142 Monday-Friday, 8:30 a.m. to 4:30 p.m.

All items brought in for patients must be checked at the nurses’ station. Visitors’ coats and bags must be placed in a visitor locker prior to entering the unit. For safety reasons, dangerous items (such as lighters, matches, etc.) are never permitted on the unit. All visitors are metal detected upon entrance to the unit.

You may call your loved one at 412.741.9821 between 7:00 a.m. and 10:30 p.m. daily during non-scheduled group and activity times. Calls are limited to 10 minutes.

Heritage Valley Beaver
We welcome visitors to our hospital. To protect patients’ health and privacy, we ask that you follow these rules:

• Only two visitors at a time.
• Children under 12 may visit with permission from the nursing staff.
• Anyone with a cold, sore throat or other illness should not visit. Please designate one representative to stay in touch with the nurses regarding your condition. That person can then update the rest of the family.
• Visitors, as determined by the patient, will not be restricted, limited, or otherwise denied access to the patient on the basis of race, color, national origin, religion, sex, sexual orientation, or disability.

Medical / Surgical Floors
Private rooms: 11:30 a.m. - 8:30 p.m.
Semi-private rooms: 11:30 a.m. - 4:00 p.m. and 7:00 p.m. - 8:30 p.m.
Two visitors per room. Children 12 and over only permitted.

Pediatric Patient Rooms will be on Level 2
Parents and guardians: 24 hours (one may stay overnight)
Family members: 1:00 p.m. - 3:00 p.m. and 7:00 p.m. - 8:30 p.m.

For Gynecology Patients
Husbands or significant others: 10:00 a.m. - 8:30 p.m.
Others: 11:30 a.m. - 8:30 p.m.
Maternity / Labor & Delivery
Labor & Delivery: 24 hours, maximum of two visitors per room, no visitors under age 14 during delivery.
Support Person: 24 hours
Grandparents and siblings: 10:00 a.m. - 8:30 p.m.
Others: 11:30 a.m. - 8:30 p.m.

Critical Care
11:00 a.m. - 12:00 p.m., 2:00 p.m. - 2:30 p.m., 5:00 p.m. - 6:00 p.m.
and 8:00 p.m. - 8:30 p.m.
Limit of two visitors at a time. Children under 12 must have special permission from the patient’s nurse. One visitor should be designated to call critical care for updates about the patient.

Behavioral Health Unit
Monday through Friday
6:30 p.m. - 7:30 p.m. for patients’ last names A through M
7:30 p.m. - 8:30 p.m. for patients’ last names N through Z

Weekends and Holidays
2:00 p.m. - 3:00 p.m. for patients’ last names A through M
3:00 p.m. - 4:00 p.m. for patients’ last names N through Z
6:30 p.m. - 7:30 p.m. for patients’ last names A through M
7:30 p.m. - 8:30 p.m. for patients’ last names N through Z

Children under the age of 12 are not permitted on the unit.

Unit phone numbers:
724.773.4525 to speak with staff
724.773.4643, 724.773.8378 to speak to your family member

All items brought in for patients must be checked in at the nurses’ station. Visitors’ coat and bags must be placed in a visitor locker prior to entering the unit.

Free Guest Wireless Internet Access
Free guest wireless internet access is now available at both Heritage Valley Beaver and Heritage Valley Sewickley. If you are a guest, please double click the hvhsguest network to connect to the internet.

For support, please call the helpdesk at 724.773.2056.

Although this network contains internet filtering software, Heritage Valley Health System is not responsible for sites accessed and viewed by other guests.
Gifts and Food Services

Heritage Valley Sewickley

Gift Shop, Third Floor
Summer Hours: Monday – Friday, 8:30 a.m. - 7:00 p.m.
Winter Hours: Monday – Friday, 8:30 a.m. - 6:00 p.m.
Saturday – Sunday, 12:00 p.m. - 3:00 p.m.
Holidays, closed
412.749.7190
Gifts, flowers, magazines, cards, balloons, baby gifts, candy, jewelry, boutique gifts and stuffed animals. MasterCard, Visa, and Discover accepted. Phone orders delivered to patient rooms and offices within the hospital.

Cafeteria, Third Floor
Breakfast: 7:00 a.m. - 10:00 a.m., closed 10:00 a.m. - 10:30 a.m.
Lunch: 10:30 a.m. - 2:30 p.m.
Closed 2:30 p.m. - 3:30 p.m.
Dinner: 3:30 p.m. - 7:00 p.m.
Holiday hours may vary.

We invite you to experience our Heritage Valley daily features and expanded menu. We will also feature homemade soups, freshly prepared and bountiful salad bar, made-to-order grill station, entrée station and our deli station.

Vending machines are located on the Third Floor, near the cafeteria.

Crazy Mocha: Third Floor near the main entrance.
Indulge in gourmet coffee, snacks and other refreshments.
Crazy Mocha hours are 6:00 a.m. - 6:30 p.m., Monday through Friday, Saturday, 6:00 a.m. - 1:00 p.m.

Heritage Valley Beaver

Gift Shop, First Floor, Main Lobby
Monday – Friday, 9:00 a.m. - 4:00 p.m., 6:00 p.m. - 8:00 p.m.
Saturday, 10:00 a.m. - 2:00 p.m., Sunday, 1:00 p.m. - 4:00 p.m.
724.728.7000, ext. 1066
Gifts, flowers, magazines, cards, balloons, baby gifts, candy, jewelry, boutique gifts and stuffed animals.

Coffee Shop, First Floor, Main Lobby
Monday – Friday, 7:00 a.m. - 7:00 p.m.
Saturday, 7:00 a.m. - 3:00 p.m., Sunday, 7:00 a.m. - 3:00 p.m.
724.728.7000, ext. 1004, for Menu and Call-In Orders to be Picked Up
Features homemade soups daily and a variety of sandwiches, snacks and drinks.
Cafeteria, Second Floor between A and B tower elevators
Breakfast: 7:00 a.m. - 10:00 a.m., closed 10:00 a.m. - 10:30 a.m.
Lunch: 10:30 a.m. - 2:30 p.m.
Closed 2:30 p.m. - 3:30 p.m.
Dinner: 3:30 p.m. - 7:00 p.m.
Holiday hours may vary.

We invite you to experience our Heritage Valley daily features and expanded menu. We will also feature homemade soups, freshly prepared and bountiful salad bar, made-to-order grill station, entrée station and our deli station.

Vending machines are located in the Family Waiting Area, Cancer Treatment Center, Outpatient Surgery Waiting Area, Maternity Waiting Area, Emergency Department, second floor Tower B & Tower C hallway, and third floor C Tower elevator lobby.

Crazy Mocha: First Floor, down the hall from the Main Entrance by Radiology and the family waiting room. Indulge in gourmet coffee, snacks and other refreshments. Crazy Mocha hours are 6:00 a.m. - 5:00 p.m., Monday through Friday, 6:00 a.m. - 1:00 p.m. Saturday

Room Service and Survey

Inpatient “Room Service” Meals
While you are an inpatient at either of our Heritage Valley Health System hospitals, you will be served meals by our award winning “Room Service” staff. Dressed formally in green vests and white tuxedo shirts, your host or hostess will work with you to meet all of your nutritional needs and to provide you with the highest level of hospitality services available in the healthcare industry.

Housekeeping
The housekeeping staff strives to provide you a safe, sanitary, and pleasant environment. A housekeeper will thoroughly clean your room daily and return as needed to discard additional trash. A customer service card is left daily after completion of service. On it you will find a reminder that you can call the operator to page housekeeping for any additional service you require.

Customer Satisfaction
Heritage Valley Health System is committed to providing exceptional health services. Upon your return home from the hospital, you may receive a patient satisfaction survey. We ask that you complete and return the survey. Your feedback will help us to achieve our goal of always providing “very good” service to all people we serve.
Interpreters

Heritage Valley Health System recognizes the special communication needs of patients and their families who have hearing, vision or expressive impairments. During the admission process, the registered nurse will assess any special needs that you may have. Please make sure that you communicate any impairment that you or your family/support person may have so that we can address them appropriately. Effective communication is very important for you and your family to be active participants in your care and is essential to keep you safe while you are in our care.

We use Certified Language Interpreters for anyone who needs to communicate in a non-English language. These interpreters are available on a 24/7/365 basis. Your speech therapist will arrange these services for you.

In addition, Heritage Valley Health System provides Sign Language Interpreter services and TTY equipment for patients, spouses, parents or other support persons for purposes of communicating important medical information and assuring effective communication. Please alert your registered nurse or speech therapist whenever these services are necessary. You may also contact the Speech Therapy office at Heritage Valley Beaver (724.773.4664) or Heritage Valley Sewickley (412.749.7097) to arrange for these services.

Automated Teller Machine (ATM) Locations

For your convenience, ATMs are available at both hospital locations. At Heritage Valley Beaver, ATMs are located on the first floor near the elevators closest to the main entrance and on the second floor outside the cafeteria.

At Heritage Valley Sewickley, an ATM is located in the main lobby on the third floor past the Gift Shop and Crazy Mocha.

Cellular Phones

Cellular telephones may generally be used within the hospital. There are certain areas that cell phone usage may be restricted due to the sensitivity of certain medical devices. In this case, you may be asked to place the cell phone in the OFF position until you leave the restricted area. Due to Patient Privacy Laws, cell phones containing cameras are not to be used to take photographs or videos in the hospital.
Television Information

Heritage Valley Health System is pleased to offer FREE television services to our patients.

For questions about television service at Heritage Valley Beaver, please call ext. 5678 or toll free at 1.888.586.0730.

For questions about television service at Heritage Valley Sewickley, please call ext. 5677 or toll free at 1.888.586.0728.

Telephone Information

Bedside Courtesy Telephone
Local Calls - All local area telephone calls are free of charge. Dial “9” and the local area code and phone number to make the call.

Long Distance Calls - Dial “80” to reach a long distance carrier operator. You will need to make payment arrangements, with the operator, to place a long distance call.

TTY Telephones
TeleTypewriter (TTY) telephones are available for use by those who are hearing or speech impaired. The TTY allows one to “communicate” with others by typing messages over the telephone lines.

At Heritage Valley Beaver, TTY telephones are located on the first floor near the Outpatient Waiting Area.

At Heritage Valley Sewickley, a TTY telephone is located on the third floor across from Café Mocha.

A TTY phone is also located at the Switchboard receiving incoming calls at Heritage Valley Beaver (724.728.0154) and Heritage Valley Sewickley (412.741.3210).

Portable TTY’s are also available at both hospitals for use in patient rooms.

At Heritage Valley Beaver and Heritage Valley Sewickley, ask your nurse to call the Switchboard Operator to request a TTY.
Hospitalist Program

While an inpatient at Heritage Valley Health System, you may be seen by a Hospitalist, who is part of Heritage Valley Medical Group. Hospitalists are highly qualified physicians in Internal Medicine or Family Medicine who ensure that patients receive the best possible quality care during their hospital stay, from admission to discharge. The Hospitalist will coordinate your care with your Primary Care Physician both through the electronic health record system and direct personal contact.

Nutrition Counseling

The Community Health Services Department at Heritage Valley Health System offers outpatient medical nutrition therapy, including individualized nutritional counseling. Counseling is available at Heritage Valley Beaver, Community Health Services, Peartree Way and at the Heritage Valley Health Center at 935 Thorn Run Road in Moon Township, and is based on an analysis of each participant’s medical history, eating habits and lifestyle. A registered dietitian designs each plan to meet any special health needs, and participants are counseled on how to fit their meal plan into normal daily living.

Services are available for:

• Diabetes, weight control, nutrition evaluation and behavior modification
• Hypoglycemia (low blood sugar)
• Nutrition therapy for hypertension and high blood cholesterol
• Anorexia nervosa and bulimia
• Swallowing/chewing difficulties
• Behavior modification
• Nutrition evaluation
• Weight control
• Meal plans to promote normal growth and development in children and teens

To be eligible, you must obtain a written prescription from your physician with your diagnosis or nutrition concern. Daytime, evening and Saturday appointments available. After each visit, a brief summary of your appointment is sent to your referring physician. Follow-up visits are scheduled as needed and/or requested by you or your physician.

Fees

Some insurance companies include nutrition counseling in their benefit package. Before your appointment, be sure to get the appropriate referral from your primary care physician. Your insurance provider will be billed,
and you will be responsible for the balance of payment. If you have diabetes and private insurance in Pennsylvania, the insurer is required in most cases to cover medical nutrition therapy if prescribed by your physician. To schedule an appointment, please call 1.866.328.8389.

**Diabetes Education Program**

Diabetes is a serious disease. If left uncontrolled, it can affect almost every part of your body. One of the first steps you can take is to learn about diabetes and ways to keep it in control. Heritage Valley Health System offers a variety of services to help you manage Diabetes successfully. The program may include one or more of the following services: 1) A one to one meeting with a Certified Diabetes Nurse Educator; 2) Healthy Living with Diabetes Class; 3) A one to one meeting with the Registered Dietitian.

Ask your physician to send a referral to the Diabetes Education Program. There is a fee to attend these services, which are offered in a variety of locations. In most cases health care insurers in Pennsylvania are required to cover diabetes education if it prescribed by a physician. You may call 1.866.328.8389 for more information or request a referral from your physician.

**Latex Allergy**

**Latex Balloons Banned in the Hospital**

*Please leave all latex balloons at home.* If you bring latex balloons into the hospital, the staff will ask you to please leave them in the car. If you reach the patient area with the balloons, the nursing staff will politely ask you to remove them from the hospital. This policy is to protect our patients and staff that may have a latex allergy. The ban is not meant to discourage well wishers, but latex allergy is a serious health risk. Mylar (foil type) balloons are permitted.

**Further Information:**

The National Institute for Occupational Safety and Health (NIOSH) provides a list of latex safe products. For additional information, call 1.800.CDC.INFO or visit the NIOSH Home Page on the World Wide Web at [http://www.cdc.gov/niosh](http://www.cdc.gov/niosh).

*This material is not a substitute for medical care by your doctor or other healthcare provider. If your doctor recommends additional or different information, follow his or her advice.*

**Blood Donation**

Heritage Valley Health System hospitals have partnered with the American
Red Cross to ensure blood products are readily available for our patients who need them. We count on the generosity of our staff, our patients and their families in ensuring the supply is constantly replenished. Should you or your family wish to donate blood or arrange a special blood drive in your area school or church in honor of a loved one, please contact the American Red Cross at 1.800.448.3543. Your time will be well spent and our patients who need it thank you.

**Outpatient Pharmacies**

The outpatient pharmacies at both hospitals are open to the public and accept most third party insurances, offer senior citizen discounts and accept cash/checks/credit cards. Prescriptions can be filled for the patients prior to leaving the hospital. If your physician permits refills on the prescription they can be refilled at your regular pharmacy.

**Heritage Valley Beaver Pharmacy**
The Heritage Valley Beaver Pharmacy is located on the second floor by the B Tower elevators. For more information, call 724.773.7777.
Hours: Monday – Friday, 7:30 a.m. - 6:00 p.m., Saturday, 8:00 a.m. - 2:00 p.m. Closed Sundays and Holidays

**Heritage Valley Sewickley Pharmacy**
The Heritage Valley Sewickley Pharmacy is located on the third floor by the elevators. For more information, call 412.749.7329.
Hours: Monday – Friday, 8:00 a.m. - 6:00 p.m., Saturday, 8:00 a.m. - 2:00 p.m. Closed Sundays and Holidays

**Inpatient Hospice**
Patients have a choice in hospice care. However, the Good Samaritan Hospice at Heritage Valley, located on the 4th floor of Heritage Valley Beaver, provides a caring, compassionate atmosphere where patients can receive comprehensive management of their end-of-life illness. In addition to the patient rooms and adjoining suites, the unit includes a chapel and a family room overlooking a beautiful wooded landscape. Visitors are welcomed 24 hours a day, 7 days a week. For more information, please call 724.933.9161.

**Spiritual Care**
Please know that you and your family are in our thoughts and our prayers during your stay in the hospital. Upon admission you will be asked your religious denomination, if any, and whether you would like a clergy visit. If you wish to call your own clergy, we would ask that you or your family
member do so. If there is anything we can do to support you spiritually while you are here, please notify a member of the hospital staff.

**Heritage Valley Surgery Centers**

The Heritage Valley Surgery Centers provide a safe, comfortable, convenient setting for many types of outpatient surgery. Due to the nature and predictability of the surgery, patients are treated and go home the same day.

Consult with your physician or surgeon to find out if treatment at a Heritage Valley Surgery Center is right for you.

**Heritage Valley Surgery Center**
1600 Coraopolis Heights Road, Suite A
UPMC West Building
Moon Township, PA 15108
412.264.7721

**Surgery Center at Edgeworth Commons**
301 Ohio River Boulevard
Sewickley, PA 15143
412.741.1170

**Behavioral Health**

**Outpatient/Inpatient Services**
Staunton Clinic of the Heritage Valley Health System is a licensed Joint Commission accredited comprehensive preferred provider of psychiatric, psychological and general mental health services for adults and children.

Psychiatrists, psychologists and mental health professionals offer outpatient counseling in Sewickley, Bellevue, Wexford, Rochester and Imperial.

**Outpatient Services**
- Individual, couples and group psychotherapy.
- Family therapy.
- Family based treatment.
- Partial hospital program.
- Child, adolescent therapies.
- Student assistance programs at area schools.
- Targeted case management services for mentally retarded individuals and their families.
• Intensive case management/administrative case management is available for the mentally ill.

To reach Staunton Clinic’s central intake department, call 412.749.7330, Monday - Friday. The intake worker will perform a comprehensive assessment of the person’s needs over the telephone, schedule an initial evaluation, or make an appropriate referral. He/she can also answer any questions about Staunton Clinic services, including those about payment or insurance authorizations. For Beaver County, the Staunton Clinic-Rochester intake phone number is 724.775.5208.

**Inpatient Services**

Adult inpatient psychiatric units are located at Heritage Valley Beaver and Heritage Valley Sewickley. The inpatient unit is specially designed to provide evaluation and treatment for patients aged 18 and above who are experiencing any of a wide variety of psychiatric disorders. Treatment is provided by a multidisciplinary team, which is led by a psychiatrist. The registered nurse case manager at Heritage Valley Beaver coordinates all admissions to the hospital’s inpatient Psychiatric Unit. To reach the registered nurse case manager, please call 724.770.7111. The assigned assessment nurse at Heritage Valley Sewickley coordinates all inpatient admissions with the emergency department physician and/or the psychiatric admitting physician. The nurse can be reached at 412.749.7140.

_A support group_ for family members of the mentally ill meets on a regular basis at Heritage Valley Sewickley.

**Organ Donation**

On average, one donor can give the gift of life to more than 200 people, depending on what is donated and how it is used. You could be the one person who can help hundreds of others. All it takes is your signature on a donor card. We urge you to discuss your decision with your family and to volunteer for life today.

**Can anyone become an organ donor?**

Yes. All potential organ donors are evaluated on a case-by-case basis. Suitability for donation is determined in part by medical history obtained from the family at the time of death.
What organs and tissues can be donated?
Heart, kidneys, pancreas, lungs, liver, intestines, and, at times, stomach are the organs that can be donated. Corneas, skin, bone, heart valves, ligaments and tendons are the tissues that can be donated.

If doctors or nurses see my donor card, would they still try to save my life?
Yes. The medical team will do everything possible to save your life. In spite of what you might see on television or hear from others, doctors working to save your life are separate from the medical team that recovers organs and tissue. Organ recovery will take place in a hospital only after all efforts to save your life have failed.

How will doctors know if I am really dead?
Car accidents, gunshot wounds, strokes, allergic reactions to bee stings, and other sudden accidents or illnesses can injure the brain. An injury to the brain often cuts off its blood supply. If doctors are unable to treat the injury and restore the blood to the brain, the brain dies. If the brain stops working, the entire body stops working. Doctors will perform two sets of tests to ensure that the brain has stopped working. Brain death is not the same as a coma. Patients in a coma may still have some brain stem activity and may awaken from the coma.

Can there still be an open casket funeral?
Yes. Organs and tissue are recovered in a routine surgical procedure. The body is not disfigured, and the family may hold an open casket viewing.

What happens to the donated organs and tissues?
The person’s height, weight and blood type are entered into a computer at the Center for Organ Recovery & Education (CORE). The computer then creates a list of people waiting for a transplant who would be a match for their donated organs. Of those who match, the person most medically in need of the organ will be offered the organ first.

Are there costs to my family for donating?
No. The organ donor’s family does not pay for anything associated with the donation. The family is only responsible for the costs involved with trying to save the patient’s life.

Do most religions approve of organ donations?
Yes. All major religions approve of organ and tissue donation, considering it an act of kindness.
For more information about donations or how to become an organ donor, please call CORE at 1.800.DONORS7 or visit their website at www.core.org.

**How to Identify Your Caregiver**

Heritage Valley believes personal appearance affects the image patients and visitors have of our Health System. By instituting our dress code we promote our quality philosophy and present a professional image for our hospitals.

**The purpose of our dress code is to:**
- Ensure customers are presented with a consistent, professional appearance.
- Meet infection control, safety and regulatory standards.
- Assist patients, visitors, physicians and others in identifying employees.

**Position:**
- **Registered Nurses** - scrubs - hunter green and/or white pants, top or jacket
- **Nursing Management** - business attire with white lab coat
  (clinical supervisors also wear all white)
- **Patient Care Associate (PCA) / Nursing Assistants**
  - scrubs - khaki pants and top
- **Phlebotomy** - scrubs - black pants and white top and/or jacket
- **Registration** - black pants and white blouse
- **Escorts** - scrubs - sea spray green pants and top
- **Rehabilitation Professionals** - khaki pants and black polo shirt
- **Environmental Services** - scrubs - midnight blue pants and gray top
- **Respiratory Therapists** - scrubs - peacock blue pants and top
- **Cardiology / Diagnostic Imaging** - scrubs - wine pants and top
- **Pharmacy Technicians** - scrubs - brown pants and top
- **Monitor Tech/ Unit Clerk** - scrubs - raspberry top and khaki bottoms
- **Materials Management** - scrubs - gray
- **Women’s Health Center** - scrubs - carnation pink
- **Family Practice Center** - follows hospital uniform colors

**Advance Directives**

All patients have the right to make choices about healthcare, including the right to refuse treatment. An advance directive, such as a living will, is a written statement prepared in advance, indicating your preference for future healthcare decisions including your wishes concerning life-supporting medical treatment. Advance directives take effect only when you are very ill and cannot make or communicate decisions for yourself.
You may also create a durable power of attorney for healthcare. This document allows you to appoint someone else to make medical decisions in the event you are unable to make or communicate such decisions personally.

It is recommended that you have an advance directive and that your doctors and family members know about your wishes. Family members should know where your advance directive is kept. Please bring a copy with you each time you come to the hospital.

If you don’t have an advance directive but would like to create one, you will find helpful information and instructions in your admission packet. If you have questions about creating an advance directive, please call Case Management Services at: Heritage Valley Beaver 724.773.4800
Heritage Valley Sewickley 412.749.7730

A Statement of the Patient’s Rights

Our Policy

It is the policy of the hospitals of Heritage Valley Health System (HVHS) to recognize and respect the rights and dignity of all patients and to protect and promote each patient’s rights. The following “Statement of Patient’s Rights,” endorsed by the administration and staff at HVHS, applies to all patients. If a patient is unable to exercise these rights on his/her own behalf, then these rights are applicable to a designated/legal representative. It is the goal of Heritage Valley Health System to provide medical care in a safe setting that is effective, safe and compassionate. Patients are fully informed of these rights and responsibilities, as they are given to all patients at the earliest possible moment in the course of a hospitalization.

Patient Rights

Heritage Valley Health System and the Hospital and Healthsystem Association of Pennsylvania want you as a patient of this hospital, or as a family member or guardian of a patient at this hospital, to know the rights you have under federal and Pennsylvania state law as soon as possible in your hospital stay. We are committed to honoring your rights, and want you to know that by taking an active role in your health care, you can help your hospital caregivers meet your needs as a patient or family member. That is why we ask that you and your family share with us certain responsibilities.

As a patient you or your legally responsible party, have the right to receive care without discrimination due to age, sex, race, color, religion, sexual orientation, income, education, national origin, ancestry, marital status, culture, language, disability, gender identity, or who will pay your bill.
As our patient, you have the right to safe, respectful, and dignified care at all times. You will receive services and care that are medically suggested and within the hospital’s services, its stated mission, and required law and regulation.

**Communication** You have the right to

- Have a family member, another person that you choose, or your doctor notified when you are admitted to the hospital.
- Receive information in a way that you understand. This includes interpretation and translation, free of charge, in the language you prefer for talking about your health care. This also includes providing you with needed help if you have vision, speech, hearing, or cognitive impairments.
- Designate a support person, if needed, to act on your behalf to assert and protect your patient rights.

**Informed Decisions** You have the right to

- Receive information about your current health, care, outcomes, recovery, ongoing health care needs, and future health status in terms that you understand.
- Be informed about proposed care options including the risks and benefits, other care options, what could happen without care, and the outcome(s) of any medical care provided, including any outcomes that were not expected. You may need to sign your name before the start of any procedure and/or care. “Informed consent” is not required in the case of an emergency.
- Be involved in all aspects of your care and to take part in decisions about your care.
- Make choices about your care based on your own spiritual and personal values.
- Request care. This right does not mean you can demand care or services that are not medically needed.
- Refuse any care, therapy, drug, or procedure against the medical advice of a doctor. There may be times that care must be provided based on the law.
- Expect the hospital to get your permission before taking photos, recording, or filming you, if the purpose is for something other than patient identification, care, diagnosis, or therapy.
- Decide to take part or not take part in research or clinical trials for your condition, or donor programs, that may be suggested by your doctor. Your participation in such care is voluntary, and written permission must be obtained from you or your legal representative before you participate. A decision to not take part in research or clinical trials will not affect your right to receive care.
Visitation You have the right to
• Decide if you want visitors or not while you are here. The hospital may need to limit visitors to better care for you or other patients.
• Designate those persons who can visit you during your stay. These individuals do not need to be legally related to you.
• Designate a support person who may determine who can visit you if you become incapacitated.

Advance Directives You have the right to
• Create advance directives, which are legal papers that allow you to decide now what you want to happen if you are no longer healthy enough to make decisions about your care. You have the right to have hospital staff comply with these directives.
• Ask about and discuss the ethics of your care, including resolving any conflicts that might arise such as, deciding against, withholding, or withdrawing life-sustaining care.

Care Planning You have the right to
• Receive a medical screening exam to determine treatment
• Participate in the care that you receive in a hospital
• Receive instructions on follow-up care and participate in decisions about your plan of care after you are out of the hospital
• Receive a prompt and safe transfer to the care of others when this hospital is not able to meet your request or need for care or service., You have the right to know why a transfer to another health care facility might be required, as well as learning about other options for care. The hospital cannot transfer you to another hospital unless that hospital has agreed to accept you.

Care Delivery You have the right to
• Expect emergency procedures to be implemented without unnecessary delay.
• Receive care in a safe setting free from any form of abuse, harassment, and neglect.
• Receive kind, respectful, safe, quality care delivered by skilled staff.
• Know the names of doctors and nurses providing care to you and the names and roles of other health care workers and staff that are caring for you.
• Request a consultation by another health care provider.
• Receive proper assessment and management of pain, including the right to request or reject any or all options to relieve pain.
• Receive care free from restraints or seclusion unless necessary to provide medical, surgical, or behavioral health care.
• Receive efficient and quality care with high professional standards that are continually maintained and reviewed.

**Privacy and Confidentiality** You have the right to
• Limit who knows about your being in the hospital.
• Be interviewed, examined, and discuss your care in places designed to protect your privacy.
• Be advised why certain people are present and to ask others to leave during sensitive talks or procedures.
• Expect all communications and records related to care, including who is paying for your care, to be treated as private.
• Receive written notice that explains how your personal health information will be used and shared with other health care professionals involved in your care.
• Review and request copies of your medical record unless restricted for medical or legal reasons.

**Hospital Bills** You have the right to
• Review, obtain, request, and receive a detailed explanation of your hospital charges and bills.
• Receive information and counseling on ways to help pay for the hospital bill.
• Request information about any business or financial arrangements that may impact your care.

**Complaints, Concerns and Questions**
*You and your family/guardian have the right to:*
• Tell hospital staff about your concerns or complaints regarding your care. This will not affect your future care.
• Seek review of quality of care concerns, coverage decisions, and concerns about your discharge.
• Expect a timely response to your complaint or grievance from the hospital. Complaints or grievances may be made in writing, by phone, or in person. The hospital has a duty to respond to these complaints or grievances in a manner that you can understand. To share your concerns with the hospital, please contact the hospital’s Patient Relations Department.
Being a good patient does not mean being a silent one. If you have questions, problems, or unmet needs, let us know. If you would like further clarification of your “Rights and Responsibilities” or you have concerns about the services rendered to you, you may express your concerns in one of the following ways:

1. To the manager of the department involved,
2. To the Heritage Valley Health System executive offices at 724.773.2026 or 412.749.7000,
3. To the Patient Safety Hotline at 724.773.2015 or 412.749.7492.

If you have a problem at your physician’s office, please contact the office manager. Every effort will be made to resolve your concern.

The Pennsylvania Department of Health is also available to assist you with any questions or concerns about your hospital care. You can reach the Department of Health by calling 800.254.5164 or writing:

**Acute and Ambulatory Care Services**  
**Pennsylvania Department of Health**  
Room 532 Health and Welfare Building  
625 Forster Street Harrisburg, PA 17120

You may also contact **The Joint Commission**, a hospital accreditation organization at:  
**The Joint Commission–Office of Quality Monitoring**  
One Renaissance Boulevard, Oakbrook Terrace, IL 60181  
800.994.6610 • orcomplaint@jointcommission.org

You may also contact **Quality Insights of Pennsylvania**, Attn: Review Services  
2601 Market Place Street, Ste. 320, Harrisburg, PA 17110 • 800.322.1914

**Your Responsibilities**

As a patient, family member, or guardian, you have the right to know all hospital rules and what we expect of you during your hospital stay.

**Provide Information**

*As a patient, family member, or guardian, we ask that you:*

- Provide accurate and complete information about current health care problems, past illnesses, hospitalizations, medications, and other matters relating to your health.
- Report any condition that puts you at risk (for example, allergies or hearing problems).
• Report unexpected changes in your condition to the health care professionals taking care of you.

• Provide a copy of your Advance Directive, Living Will, Durable Power of Attorney for health care, and any organ/tissue donation permissions to the health care professionals taking care of you.

• Tell us who, if any, visitors you want during your stay.

**Respect and Consideration**

*As a patient, family member, or guardian, we ask that you:*

• Recognize and respect the rights of other patients, families, and staff. Threats, violence, or harassment of other patients and hospital staff will not be tolerated.

• Comply with the hospital’s no smoking policy.

• Refrain from conducting any illegal activity on hospital property. If such activity occurs, the hospital will report it to the police.

**Safety**

*As a patient, family member, or guardian, we ask that you:*

• Promote your own safety by becoming an active, involved, and informed member of your health care team.

• Ask questions if you are concerned about your health or safety.

• Make sure your doctor knows the site/side of the body that will be operated on before a procedure.

• Remind staff to check your identification before medications are given, blood/blood products are administered, blood samples are taken, or before any procedure.

• Remind caregivers to wash their hands before taking care of you.

• Be informed about which medications you are taking and why you are taking them.

• Ask all hospital staff to identify themselves.

**Refusing Care**

*As a patient, family member, or guardian, we ask that you:*

You are responsible for your actions if you refuse care or do not follow care instructions.

**Charges**

*As a patient, family member, or guardian, we ask that you:*

You are responsible for paying for the health care that you received as promptly as possible.

**Cooperation**

*As a patient, family member, or guardian, we ask that you:*

You are expected to follow the care plans suggested by the health care professionals caring for you while in the hospital. You should work with your
health care professionals to develop a plan that you will be able to follow while in the hospital and after you leave the hospital.

Summary

Being a good patient does not mean being a silent one. If you have questions, problems, or unmet needs, please let us know.

If you would like further clarification of your “Rights and Responsibilities” or you have concerns about the services rendered, you may express your concerns in one of the following ways:

• To the manager of the department involved.
• To Heritage Valley Health System executive offices at 724.773.2026 or 412.749.7000.
• To the Patient Safety Hotline at 724.773.2015 or 412.749.7492.

If you have a problem at your physician’s office, please contact the office manager. Every effort will be made to resolve your concern.

Thank You!

Condition H (Help)

Condition H stands for Condition Help. Patients and families initiate a call to the hospital operator by dialing extension 4888 at which time a team will respond in a timely manner to address the needs of the patient in case of an emergency or when the patient is unable to get the attention of a healthcare provider.

When Will It Be Used?
The patient and/or patient family will be instructed to call when there is a noticeable medical change in patient condition that is not being addressed or there is a breakdown in how care is being given and/or uncertainty or confusion over what needs to be done for the patient.

Where Will It Be Used?
All Heritage Valley Health System inpatient units.

Why Do We Need It?
Heritage Valley Health System has joined the national focus on eliminating system problems that affect delivery of care. As a commitment to including “Patients as Partners,” we have implemented the Condition H help line.
How Will We Use It?
All patients and families are educated/instructed on admission about Condition H as part of the “Patients as Partners” initiative.

Patients As Partners
At Heritage Valley Health System, your safety is our primary concern. We are committed to delivering quality healthcare to you and your family in the safest manner possible. We also want you to be an active member of your healthcare team. That means taking part in every decision about your healthcare. Research shows that patients who are more involved with their care tend to get better results. If you have any comments or concerns about patient safety at Heritage Valley Health System, please let us know.

How to reach us:
Call the Patient Safety Hotline at any time to report your safety concerns:
Heritage Valley Beaver at 724.773.2015 or Heritage Valley Sewickley at 412.749.7492.

SPEAK UP
Speak up if you have questions or concerns. If you do not understand, ask again. It is your body and you have a right to know. Your health is too important to worry about being embarrassed if you do not understand something that your doctor, nurse or other healthcare professional tells you.

Ask a trusted family member or friend to be your advocate. He or she can ask questions that you may not think of while you are under stress. Make sure this person understands your preferences for care and your wishes concerning resuscitation and life support.

If you have a test, do not assume that no news is good news. Ask about the results. Make sure that the results are explained in terms you and your family can understand. If you do not understand, or need more clarification, ask. Remind us if we do not introduce ourselves and have our name badge visible. Don’t be afraid to tell the nurse or the doctor to stop if any procedure or medication does not seem right to you.

Fall Prevention
Falls can happen to anyone at anytime and can result in a serious injury. We would like to help keep you safe by sharing ways to help prevent falls while in the hospital. Falls may occur in the hospital because:

Medicines - may make you dizzy or unsteady on your feet, such as pain relievers, blood pressure pills, water pills, sedatives and laxatives.
Your illness - if you need to go without food for a long period of time for a test or procedures, or you have surgery, you may feel weak or unsteady on your feet.

Environment - the hospital setting is unfamiliar to all patients. It is not uncommon for even young people to be a bit confused at night when they awake.

What you and your family can do to prevent falls in the hospital:
• If you are allowed out of bed, get up slowly. Make sure you are steady on your feet before trying to walk.
• Be sure you have enough light to see clearly.
• Keep your bed in the lowest position at all times. We will show you how to work the bed controls.
• Wear non-slip shoes or slippers whenever you walk in the hospital.
• Tell your nurse if there is any equipment in your way before you walk.
• We can provide safety devices like walkers to help you move safely. Do not lean on or support yourself on rolling objects such as the IV pole or your bedside table. Tell us if you have special toileting or mobility needs.
• Make sure you can easily reach your call button, telephone and any other personal items. If these items are out of your reach, ask someone to move them so you can reach them. Do not reach for movable objects such as nightstands, furniture or over-the-bed tables.
• Call your nurse if you need to move the bed rails to get up or if you have an IV pole or other equipment.
• You may be given a yellow ‘Fall Risk’ armband to wear while in the hospital. This is to alert all staff that you may be unsteady on your feet and to take special precautions to keep you from falling.
• Remember if you do not feel steady on your feet - CALL YOUR NURSE, DON’T FALL! Please call for assistance before getting out of bed. We are all here to help you. We do not want you to be injured because you think we are too busy to assist you. Many people are injured in hospitals every year because they do not ask for assistance to get out of their bed or chair or walk to the bathroom.

Medication Safety Tips
Medication errors are the most common healthcare mistakes. Know what medications you take and why you take them. These includes prescription and over-the-counter medicines, and dietary supplements such as vitamins and herbs. Be sure to keep an updated list of medicines with their instructions for dosing.
Bring this list with you when you come into the hospital. If this is not possible, bring all of your medicines and supplements with you. “Brown bagging” your medicines can help you and your doctor talk about them and find out if there are any problems. Be prepared to have a family member take your medicines home after you are admitted. Medications will be provided during your stay and there is no need to use your personal supply.

Whenever you receive a new medication, tell you doctors and nurses about allergies you have, or negative reactions you have had to medication in the past. Ask about the purpose of the medication and ask for written information about it, including its brand and generic names. Also inquire about the side effects of the medication. If you do not recognize a medication, verify that it is for you. Ask about oral medications before swallowing and read the contents of bags of intravenous (IV) fluids. Never connect or disconnect any devices or infusions. Instead get help from the nurse.

Make sure your nurse or doctor confirms your identity, that is, checks your armband or asks your name and date of birth before he or she administers any medication or starts a procedure.

**Infection Prevention**

At Heritage Valley Health System, we are committed to providing you with the best care. Because your health and safety are important to us, Heritage Valley Health System is taking part in state and national patient safety programs to reduce the risk of infection.

Most importantly, we at Heritage Valley stress the importance of good hand washing as the best prevention of the spread of germs. Our staff washes their hands both before and after patient contact. We have hand sanitizers available for patient and visitor use in each patient room and throughout the hospital. Hand washing is an important way to prevent the spread of infections in hospitals. Notice whether your caregivers have washed their hands. You may ask a doctor or nurse if they have washed their hands before providing care.

At Heritage Valley Health System, we have installed hand sanitizer dispensers containing a “sinkless” hand wash located at the entry of patient rooms. Our caregivers can use the “sinkless” alcohol foam to wash their hands or the conventional method of soap and water.

Wash your own hands before meals and after using the bathroom. Ask your visitors to wash their hands also.

We screen high risk patients when admitted to the hospital so we can isolate those patients who carry resistant germs and thereby minimize the risk oft
spread to our other patients. These bacteria, or germs, are of special concern because they are resistant to antibiotic treatments and can cause infection while patients are receiving medical care. If you are found to carry a resistant germ, you will be placed in “contact precautions” to help us prevent the spread of these germs in the hospital. This means that healthcare staff will be wearing gowns and gloves while caring for you.

Information about infection prevention is available, and you can ask your nurse for this information at any time.

**Please help us prevent the spread of infection:**

Wash your hands or use hand sanitizers before entering and when leaving the patient’s room. It should take you 15 seconds to wash your hands with soap and water, or when using a waterless hand sanitizer. So how long is 15 seconds? The time it takes you to sing The Happy Birthday Song.

- Expect our staff to clean their hands before and after patient care. Remind them if they forget.
- Cover your nose and mouth when you sneeze or cough with a tissue or your upper arm. DO NOT VISIT IF YOU’RE SICK.
- Avoid touching anything used to care for the patient.
- Read and follow all instructions posted outside the patient’s room.
- If you are visiting a patient that has a sign outside the door, first perform hand hygiene prior to entering the room, and then follow the precautions on the sign.
- Contact Precautions: Used for diseases that are spread by germs that travel on clothing, hands, and other items in the room. Please wear gown and gloves upon entering the room. Remove gown and gloves when leaving room and perform hand hygiene.
- Respiratory Precautions: Used for diseases that are spread by traveling on the air when coughing, sneezing and sometimes talking. Wear a mask upon entering the room. Remove mask when leaving the room and perform hand hygiene.

**Please help us prevent adverse events in surgery:**

- Expect the Outpatient Surgery Staff, the Operating Room Staff, Recovery Room staff, and the Anesthesia staff to ask your name and birth date so we may properly identify you before providing any patient care.
- Expect the Outpatient Surgery Staff, the Anesthesia staff, and the Operating Room Staff, to verify what procedure you are scheduled for and if applicable the side (left or right) where the procedure is to be completed.
• Expect your physician to mark your surgical site when involving a specific side (left or right) by writing his/her initials on your skin.

• Expect the prevention of surgical site infections through the use of good hand hygiene, respiratory hygiene, contact precautions, and the use of proper skin preparation by hair clipping when indicated, and skin cleansing and draping to provide a sterile work area in the operating room.

Discharge

When you are being discharged from the hospital, ask your doctor or nurse to explain the treatment plan you will use at home. This includes learning about your medicines and finding out when you can get back to your regular activities. Research shows that at discharge time, doctors think their patients understand more than they really do about what they should or should not do when they return home.

Have a family member or friend with you to review your discharge instructions. Be sure that you understand all discharge medication orders, including any home medications you are not to take. Make sure all your questions are answered.

We ask that you coordinate your transportation home with family or friends as soon as possible as soon as your discharge time is know so we can timely prepare our rooms for our incoming patients.

Civil rights compliance records and nondiscrimination policy

• A health care facility is required to comply with the Title VI of the civil Rights Act of 1964 (42 U.S.C.A. 200e – 2000e-17) and the Pennsylvania Human Relations Act (43 P.S. 951-962.2).

• This facility has agreed to comply with the provisions of the Federal Civil Rights Act of 1964 and the Pennsylvania Human Relations Act and all requirements imposed pursuant thereto to the end that no person shall, on the grounds of race, color, national origin, ancestry, age, sex, religious creed, or disability, be excluded from participation in, be denied benefits of, or otherwise be subject to discrimination in the provision of any care or service.

If you feel you have been discriminated against, please contact the Heritage Valley Health System Corporate Compliance Officer at 724.773.3473 OPTION #4.
An Important Message from Medicare
(Please Read Carefully)

Patient Name ___________________________________________________
Patient ID Number ______________________________________________
Attending Physician _____________________________________________
Date/Time of Notice _____________________________________________

Your Rights as a Hospital Patient
• You have the right to receive necessary hospital services covered by Medicare or covered by your Medicare Health Plan (your “Plan”) if applicable.
• You have the right to be involved in any decisions that the hospital, your doctor, your Plan or anyone else makes about your hospital stay.
• You have the right to receive services you need after you leave the hospital (that is, after you are “discharged”). Medicare or your Plan may cover some of these services if ordered by your doctor or your Plan. You have a right to know about these services, who will pay for them, and where you can get them.

Your Hospital Discharge and Medicare Appeal Rights
Planning For Your Discharge: During your hospital stay, the hospital staff will be working with you and your doctor (and your Plan, if applicable) to plan for your discharge and arrange for services you may need after you leave the hospital. When your doctor or Plan decides you no longer need hospital care or can safely receive care in another setting, you will be informed of your discharge date.

If you think you are being discharged too soon:
• Talk to the hospital staff and your doctor (and your Plan, if applicable) about your concerns.
• You also have the right to request an appeal and have your hospital services covered during the appeal. An independent reviewer called a Quality Improvement Organization (QIO) will give you a second opinion about whether you are ready to leave the hospital.
• You should contact your QIO as soon as possible after you are informed of your discharge date, but before you leave the hospital. If you contact the QIO by your discharge date, your hospital services will continue to be paid for during the appeal (except for charges like your coinsurance and deductibles) until noon of the day after the QIO notifies you of its decision.

Below this notice is information about the appeal process and how to contact your QIO.
Please sign below to show that you have received this notice and understand it.

______________________________________________________________
Signature of Patient or Representative Date/Time

How to Ask for an Immediate Appeal of Your Discharge

• If you want to request an appeal, you should contact your Quality Improvement Organization (QIO) as soon as possible after you are informed of your discharge date, but before you leave the hospital. If you request an appeal by your discharge date, your hospital services will continue to be paid for during the QIO review until at least noon of the day after the QIO notifies you of its decision.

• Here is the contact information for the QIO: Quality Insights of Pennsylvania, 1.800.322.1914. The QIO accepts requests for appeals 24 hours a day. You may also call the QIO if you have questions about the appeal process.

• If you request an appeal, you and the QIO will both receive a notice that explains the reasons that your doctor, the hospital, (and your plan, if applicable) think you are ready to be discharged.

• The QIO will ask for your opinion and look at your medical records. You do not have to prepare anything in writing, but you or your representative have the right to give the QIO a written statement or any information you wish. You or your representative should be available to speak with the QIO.

• The QIO will notify you of its decision within one day after it receives all necessary information.

• If the QIO finds that you are not ready to be discharged, Medicare will continue to cover your hospital services until further notice.

• If the QIO finds you are ready to be discharged, you will be responsible for payment of your hospital services beginning noon of the day after the QIO notifies you of its decision.

You Have Other Appeal Rights

If you have Original Medicare:

• If you do not request an appeal by your discharge date, you may still ask the QIO to review your case. However, the hospital can charge you immediately for any services you receive after your planned date of discharge. If the QIO decides your Medicare coverage should continue after you have made payments, you will receive a refund.
• As for any Medicare services, a claim for your hospital services will be submitted to Medicare by the hospital. You will get a Medicare Summary Notice (MSN) regarding Medicare’s decision on the claim and your right to appeal that decision.

If you belong to a Medicare Health Plan:
• If you do not request an appeal by your discharge date, you may still ask for a fast appeal from your Health Plan. However, if your health plan decides discharging you was the correct decision, you may be responsible to pay for any services you receive after your planned discharge date.

Consult your Medicare Handbook or call 1.800.MEDICARE (1.800.633.4227), or TTY: 1.877.486.2048 for more information about this notice and the Medicare claims appeal process.

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0938-0692. The time required to complete this information collection is estimated to average 13.8 minutes per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C4-26-05, Baltimore, Maryland 21244-1850.

Patient Billing

As a courtesy to you, Heritage Valley Health System will submit your bill to your insurance carrier(s). It is your responsibility to provide proper insurance information upon each visit. When identified, Heritage Valley Health System reserves the right to collect coinsurance, co-pays and deductibles at registration. Co-pays will also be collected in the emergency department and for outpatient surgical procedures as required by your provider.

Please be advised, many insurances require a physician’s referral or authorization for services. It is the patient’s responsibility to ensure these approvals are received.

Helpful hints for ensuring prompt and accurate payments:
• Ensure that all demographic information such as your current address, place of employment and insurance information is accurate and complete each time you register for services.
• Complete any insurance questionnaire or correspondence you receive from your insurance company or from Heritage Valley Health System promptly.

**PAYMENT WILL NOT BE MADE UNTIL THIS INFORMATION IS RECEIVED.**

• Obtain authorizations or referrals your insurance requires prior to your service.
• Provide information for each and every insurance company you wish to be pursued for payment.

If payment is not received from your insurance company in a reasonable length of time, we will expect payment directly from you. Payment in full is expected for patient’s portion of the medical bill at time of billing. Heritage Valley Health System accepts payment in the form of:

• Cash
• Check
• All major credit cards (Visa, Master Card, American Express, Discover)

Heritage Valley Health System offers a Charity Care Program to assist those who cannot afford to pay for their medical services. You may obtain an application for this program by simply calling the Patient Accounts department. At the time of your call, we will explain the basic requirements for program eligibility and mail you an application if you wish to apply.

In addition to hospital charges, you may also receive bills from physicians who were involved in your care while you were a patient at our hospital. These charges are separate from the hospital charges. Please contact the physician offices directly with any questions about their bills.

Should you need assistance with an outstanding bill owed to Heritage Valley Beaver or Heritage Valley Sewickley please call the Patient Accounts Department at 724.773.5681 or 412.749.4200. The Patient Billing and Payment Center, located at 200 Ohio River Blvd. in Baden, is open to the public from 8:00 a.m. to 4:00 p.m., Monday through Friday.

**Outpatient Services**

Heritage Valley Health System, which includes Valley Medical Facilities (Heritage Valley Beaver and Heritage Valley Sewickley), provides both inpatient and outpatient services for your healthcare needs. Outpatient services include visits to our emergency departments, outpatient test centers, off-site facilities and any tests forwarded from your physician to be processed in our labs. Short stay observations or Observation Status, in which your physician
may wish to monitor your condition for up to 24 hours, are also considered outpatient services.

Observation Status

Your physician may assign you to an Observation Status when additional testing and procedures need to occur outside of the Emergency Department or physician office. This allows your physician to further assess your condition and further determine the need for Inpatient Admission. This decision is based on clinical guidelines regarding the severity of your illness and the intensity of services required for your care as determined by your Medicare and other insurance.

The care is considered outpatient services. It is not considered as an inpatient admission to the hospital although your stay will occur on a patient care unit and you will have available the comforts of a regular room, telephone, television and meals as ordered by your physician. Your outpatient stay will generally last 24 hours or less and is determined by the outcome of testing and procedures. Sometimes as a result of testing, you may be changed to an “inpatient admission” if your physician determines you require and meet the criteria of an inpatient level of care.

Medicare and other insurance companies consider Observation Status as an outpatient service. Your insurance company will be billed for outpatient care and you will be responsible for outpatient deductibles and co-insurance. Medicare Part B reimburses outpatient services and Observation Status and does not count towards Medicare Inpatient days.

Our other Heritage Valley Outpatient Services include:

- Medical Neighborhoods in Chippewa, Ellwood City, Moon, Robinson and Edgeworth
- Diagnostic Imaging and Laboratory Facilities in Moon, Hopewell, Edgeworth, Baden, Chippewa, Robinson, Beaver Falls, Center, Leetsdale, Ambridge, Beaver, Ellwood City and Calcutta, OH
- WoundCare at Heritage Valley Beaver
- VeinCare at Heritage Valley Beaver
- Outpatient Surgery Centers in Moon and Edgeworth
- Outpatient Rehabilitation Centers (Heritage Valley Rehab) in Beaver, Hopewell, Chippewa, Edgeworth, Moon and Imperial
- Community Health Services in Beaver
• SportsCare in Beaver
• BusinessCare in Hopewell
• Outpatient Diabetes Education in Beaver, Chippewa, Edgeworth, Moon, and Beaver Falls
• ConvenientCare walk-in health clinics in Calcutta, Chippewa, Edgeworth, Ellwood City and Monaca
• LIFE Beaver County in Center / LIFE Lawrence County in New Castle
• Pain Management in Moon Twp. and Beaver
• Rheumatology in Center Twp.
• Staunton Clinic in Edgeworth, Bellevue, Rochester, Imperial and Wexford
• UPMC/Heritage Valley Cancer Centers in Beaver and Moon
• Affiliated Physician Groups with 60 area office locations: Heritage Valley Medical Group, Heritage Valley Pediatrics and Tri-State Obstetrics and Gynecology
• Cardiac Rehab in Beaver and Leetsdale

For More Information
For more information about services or for a physician referral, call 877.771.HVHS (4847) or visit our website at: www.heritagevalley.org. Information is also available on our LCD Communication Centers in the lobbies and cafeterias, as well as in our waiting rooms on the touch screen kiosks which are web enabled.

Support Our Foundations
The Heritage Valley Beaver and Heritage Valley Sewickley Foundations serve as the fundraising organizations for Heritage Valley Health System. To make a gift in memory or honor of a loved one, physician, nurse or friend, please contact the Office of Institutional Advancement at 412.749.7121. Contributions can be made to the hospital of your choice by sending your gift to:

Heritage Valley Health System
Office of Institutional Advancement
420 Rouser Road, Suite 102
Moon Township, PA 15108
Medication List

Name ____________________________________________________________

Doctor ____________________________ Phone ________________________

Pharmacy __________________________ Phone ______________________

List all prescriptions, over-the-counter medicines, vitamins, herbs, dietary supplements, oxygen, inhalers and homeopathic remedies.

<table>
<thead>
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<th>Medication Name/ Date Started</th>
<th>Dose (mg, drops, etc.)</th>
<th>When Taken</th>
<th>Reason for Taking</th>
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**Universal Medication Form:** You can help make your health care safer by keeping this list current. Complete this form and keep it in your wallet. Bring this form with you to any visit to a hospital, health care provider, pharmacist or doctor. For copies of this form or a pocket-size version visit our web site at www.christianacare.org or call 302-428-4100.