



Welcome Guide: What you need to know during your hospital stay



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lancaster.pennstatehealth.org

LMC-19005-23 91622



English Translation: Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.

<p>American Sign Language </p> <p>Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.</p>	<p>Korean 한국어</p> <p>귀하께서 사용하는 언어를 지정하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.</p>
<p>Arabic عربي</p> <p>أشر إلى لغتك. وسيتم الاتصال بمترجم فوري. كما سيتم إحضار المترجم الفوري مجاناً.</p>	<p>Mandarin 國語</p> <p>請指認您的語言，以便為您提供免費的口譯服務。</p>
<p>Bengali বাংলা</p> <p>আপনার ভাষার দিকে নির্দেশ করুন। একজন দোভাষীকে ডাকা হবে। দোভাষী আপনি নিখরচায় পাবেন।</p>	<p>Nepali नेपाली</p> <p>आपनो भाषातर्फ आँल्याउनुहोस्। एक दोभाषेलाई बोलाइनेछ। तपाईंको विना कुनै खर्चको, एकजना दोभाषे उपलब्ध गराइनेछ।</p>
<p>Burmese မြန်မာ</p> <p>သင့်ဘာသာစကားကို ညွှန်ပြပါ။ စကားပြန် ခေါ်ပေးပါမယ်။ သင့်အတွက် စကားပြန် အခမဲ့ ပေးပါမယ်။</p>	<p>Polish Polski</p> <p>Proszę wskazać swój język i wezwiami tłumacza. Usługa ta zapewniana jest bezpłatnie.</p>
<p>Cantonese 廣東話</p> <p>請指認您的語言，以便為您提供免費的口譯服務。</p>	<p>Portuguese Português</p> <p>Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.</p>
<p>Farsi فارسي</p> <p>زبان مورد نظر خود را مشخص کنید. یک مترجم برای شما درخواست خواهد شد. مترجم بصورت رایگان در اختیار شما قرار می گیرد.</p>	<p>Punjabi ਪੰਜਾਬੀ</p> <p>ਆਪਣੀ ਭਾਸ਼ਾ ਵੱਲ ਇਸ਼ਾਰਾ ਕਰੋ। ਜਿਸ ਮੁਤਾਬਕ ਇਕ ਦੁਭਾਸ਼ੀਆ ਬੁਲਾਇਆ ਜਾਵੇਗਾ। ਤੁਹਾਡੇ ਲਈ ਦੁਭਾਸ਼ੀਆ ਦੀ ਮੁਫਤ ਇੰਤਜ਼ਾਮ ਕੀਤਾ ਜਾਂਦਾ ਹੈ।</p>
<p>French Français</p> <p>Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.</p>	<p>Romanian Română</p> <p>Indicați limba pe care o vorbiți. Vi se va face legătura cu un interpret caare vă este asigurat gratuit.</p>
<p>Haitian Creole Kreyòl</p> <p>Lonje dwèt ou sou lang ou pale a epi n ap rele yon entèprèt pou ou. Nou ba ou sèvis entèprèt la gratis.</p>	<p>Russian Русский</p> <p>Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.</p>
<p>Hindi हिंदी</p> <p>अपनी भाषा को इंगित करें। जिसके अनुसार आपके लिए दुभाषिया बुलाया जाएगा। आपके लिए दुभाषिया की निशुल्क व्यवस्था की जाती है।</p>	<p>Somali Af-Soomaali</p> <p>Farta ku fiqluqadaada... Waxa laguugu yeeri doonaa turjubaan. Turjubaanka wax lacagi kaaga bixi mayso.</p>
<p>Hmong Hmoob</p> <p>Taw rau koj hom lus. Yuav hu rau ib tug neeg txhais lus. Yuav muaj neeg txhais lus yam uas koj tsis tau them dab tsi.</p>	<p>Spanish Español</p> <p>Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.</p>
<p>Italian Italiano</p> <p>Indicare la propria lingua. Un interprete sarà chiamato. Il servizio è gratuito.</p>	<p>Tagalog Tagalog</p> <p>Ituro po ang inyong wika. Isang tagasalin ang ipagkakaloob nang libre sa inyo.</p>
<p>Japanese 日本語</p> <p>あなたの話す言語を指してください。無料で通訳サービスを提供します。</p>	<p>Vietnamese Tiếng Việt</p> <p>Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.</p>

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Welcome



Medical expertise, the latest diagnostic technologies and patient-focused care have come together to create an extraordinary patient experience. No matter the community’s needs — from expert emergency care and exceptional inpatient and outpatient surgical services to advanced radiology and imaging, and superior gynecological and obstetrical care — the people of Lancaster County will find it all right here, close to home.

As part of Penn State Health, Lancaster Medical Center offers patients ready access to the many benefits and treatment options of a university-affiliated health system that includes Penn State Health Milton S. Hershey Medical Center, Penn State Health Children’s Hospital and Penn State College of Medicine, as well as our community hospitals: Penn State Health Hampden Medical Center, Penn State Health Holy Spirit Medical Center and Penn State Health St. Joseph Medical Center.

If you have any questions about the services during your stay, please call the Information Desk at **223-287-9000**.

What is Patient- and Family-Centered Care?

At Penn State Health, you and your family are at the center of your health care team. You have a voice in how your care is managed and delivered. This is called patient- and family-centered care. It’s been shown to help improve patients’ health outcomes and the experience they have while they are in the hospital.

At the heart of patient and family centered care is the understanding that the best way to meet your needs as a patient is by having the health care staff and your family work together. This vision is grounded in the four core values of patient and family centered care:

- **Dignity and Respect.** Our health care teams listen to you and your family and honor your values and choices.
- **Information Sharing.** Our health care teams communicate and share complete, timely and unbiased information with you and your family.
- **Participation.** You and your family are encouraged to participate in your care and decision-making at the level you choose.
- **Collaboration.** Our health care leaders work together with patients and families to develop policies and programs, design our facilities and educate our staff.

We invite you and your family to partner with us for a superior patient experience. We can’t do it without you.

Mission

Our mission is to continually improve the health and well-being of the people of Pennsylvania and beyond.

- We provide patients with excellent, compassionate, culturally responsible and equitable care.
- We educate and train health care professionals.
- We advance evidence-based medical innovation through research and discovery.

Campus Information

Parking

General patient and visitor parking are available 24 hours a day, seven days a week, in the main parking lot of the hospital. Covered parking is available in the parking garage. Specialty parking is available for horses and buggies, bicycles and electric cars as well.

Visitor Meals and Snacks

Our cafeteria is located on the first floor to the left of the main lobby. Food options include oven-fired pizza, grab-and-go items, daily specials and more. Visitor trays can also be ordered from the patient's room.

Visiting Hours

We understand how much it means to you to have your loved ones visit while you are in the hospital – and how much it means to them to be by your side. Please talk with your health care team or visit lancaster.pennstatehealth.org to learn more about our visiting hours.

Pastoral Care Services

The Pastoral Care Services department at Lancaster Medical Center provides spiritual and emotional support to patients and their families upon request. Patients may also invite their own spiritual leaders to provide for their spiritual and emotional needs.

To contact the chaplain on call, dial **223-287-8206** to be connected directly or 0 for the switchboard operator. Chaplains are available Monday through Friday.

Telephones

In-Room Telephones

Dial 1, the area code and the phone number.

Cell Phones

Cell phones may interfere with clinical equipment used to monitor patients. For that reason, some patient rooms and other care areas may restrict the use of cell phones. Signs will indicate if they are not allowed.

Phone Charging Stations

Cell phone charging stations are located at all entrance lobbies (Main entrance, Emergency Department entrance and Outpatient Services

building entrance) as well as the waiting rooms on each floor of the hospital.

Internet Access

All patient and visitor areas throughout the Medical Center have free wireless internet access. No sign-in is required.

Waiting Areas

Our waiting areas are designed to make each stay comfortable for families and visitors. If a greeter is staffing the waiting area, visitors are asked to check in upon arrival.

Securing Valuables

If you have cash or valuables in your room, please contact your nurse for details on securing them. The Medical Center does not assume responsibility for any lost belongings, so we encourage you to leave all valuables at home or have a family member take them home for you.

Lost and Found

Staff will tag identifiable items left behind in a patient care area and keep them on that unit. Staff will contact you and store the item(s) on the unit for up to seven days. They must be picked up within that time. We recommend you label all items you bring with you.

Unidentifiable items found within the Medical Center are turned in to the main Information Desk. As required by law, items of value, such as jewelry and currency, are turned over to the Pennsylvania Department of Revenue annually. Call the main Information Desk at **223-287-8055** about any lost or found items.

Tobacco-Free Campus

Lancaster Medical Center is tobacco-free. We are committed to protecting the health of everyone we serve. No tobacco products of any kind — including e-cigarettes — may be used on the property. Tobacco products are banned inside, outside and in personal vehicles on the Medical Center campus. The care team will work with their patients who use tobacco products to ensure they are comfortable during their hospitalization.

If you have any questions, please ask your nurse or physician.

During Your Stay

Your Care Team

As a patient, you have your own care team that works together to deliver all aspects of your care. Take time to look for an identification badge on every member of your care team. Please ask to see any badge that is not clearly visible.

Your care team could consist of any combination of the following:

Medical Staff

- **Attending physician:** The primary physician (physician of record) assigned to your care.
- **Physician assistant (PA):** A certified medical professional with an advanced degree who works under the supervision of a licensed physician.
- **Certified registered nurse practitioners (CRNP or NP):** A registered nurse with an advanced degree who prescribes and administers medications, performs physical exams, interprets laboratory studies and provides treatment.

Nursing Staff

- **Nurse facilitator:** Oversees all aspects of patient care provided by a nursing unit during a work shift.
- **Registered nurse (RN):** Provides professional care, evaluates patient care, administers medications, performs physical assessments, keeps patients informed about tests and procedures, and provides patient and family education as part of the treatment and healing process.
- **Patient care assistant (PCA):** Works under the supervision of an RN to provide routine care, such as taking vital signs, helping with meals, giving baths and collecting specimens and blood samples or other types of testing, as delegated by the RN.

Care Coordination

- **Social worker (MSW):** Helps patients and their families with understanding the hospital environment; provides counseling for emotional, financial and social issues; helps with insurance questions; and coordinates discharge services to ensure a safe and timely return home.
- **Case Manager (RN):** A nurse who helps to smooth the transition from hospital to home, based on individualized patient- and family-centered plans of care. The case managers partner with social

workers to arrange clinical- and community-based resources for your discharge.

Allied Health Staff

- **Respiratory therapist:** Provides lung treatments to improve your ability to breathe if you need it.
- **Rehab therapist:** A physical, occupational or speech therapist who may help you to walk and move around, perform your normal daily tasks and swallow and speak, respectively.
- **Imaging staff:** May take images in your room or take you to the Imaging Department.
- **Laboratory staff:** May draw your blood for testing.
- **Pharmacy staff:** May educate you on new medications and their side effects. Can deliver medications to your room before discharge.

Your Meals

Under the supervision of registered dietitians, you will be served three meals daily. At Your Request room service allows you to have more control over what you want to eat and when you want your food. Meals are prepared when you call, ensuring better-tasting, fresher foods with higher nutritional value. Our staff uses a sophisticated software system that will alert us to your dietary needs or restrictions. Staff will help you make appropriate selections.

Call room service from the hospital phone by dialing 3663 (FOOD), or from a personal phone by dialing 223-287-3663 (FOOD) from 6:30 a.m. to 6:30 p.m.

Meals are delivered in about 45 minutes unless you want the meal delivered at a later time. If you are a diabetic patient please notify your nurse that the tray has been ordered.

Interactive Patient Care System

Lancaster Medical Center was built with the latest advances in health care technology, and that includes a positive patient experience. We want our patients to feel at ease, comforted and cared for.

Your call button connects you directly to your nurse's cell phone. You can use this interactive technology to communicate with your nursing team, learn more about your condition and treatment plan and relax with multiple entertainment options. Choices include new and classic movies, relaxation videos, audio books, cable TV or even pictures sent from loved ones outside the hospital.

Care Team Members

It is our pleasure to care for you during your stay. We know that it can be hard to remember everyone who enters your room. Please feel free use this form to keep everyone straight.

		Day 1	Day 2	Day 3
Patient				
Provider/Doctor				
Nurse (RN)	Day			
	Night			
Patient Care Assistant (PCA)	Day			
	Night			
Case Manager/Social Worker				
Physical Therapist				
Occupational Therapist				
Respiratory Therapist				
Pharmacist				
Lab Technician				
Environmental Health Services				

Questions for the Care Team

Nursing Care Expectations

Please Respect Us

We ask that you respect us as we care for you. Verbal and physical abuse or threatening behavior toward our staff or others is not acceptable at Lancaster Medical Center. Assault and battery are crimes and may result in a felony conviction. Our staff has the right to provide health care services without fearing for their safety.



Our Patient Care Team Embraces Best Practices in Patient Care by:

Bedside Shift Reports

Our patients and families have an active role in their health care. The bedside shift report, which happens when your care team meets by your bedside to talk to you about your care, is a great opportunity for you to ask questions or raise concerns. Here, you will meet the new nurses during shift change. During bedside shift report, please listen carefully to make sure you have complete and timely information about your care. Please feel free to ask your team to explain anything that might be confusing.

Whiteboards

The patient's whiteboard is a communication tool to share patient information and the plan of care with the patient, family and other care providers.

Hourly rounds

A member of the patient care team visits the patient about every hour to address needs and ensure patient safety.

Safety

We put patient safety first.

We encourage you to **SPEAK UP** for safety.

Speak up by asking questions and talking to the staff about your concerns. It is your health, and you have the right to know.

Pay attention to the treatments and care you are receiving. Tell someone if you do not agree or think something is incorrect.

Educate yourself about your diagnosis, treatment, tests and medications.

Ask someone you trust to be your advocate.

Know what medicines you take, why you take them and what the side effects are.

Use a health care facility that has been proven for meeting quality and safety standards.

Participate in your care. You are the center of the health care team.

health.pa.gov
JointCommission.org

Falls

Patients can be at risk for falls for many reasons, such as:

- Taking many medications and the side effects of some medications
- Walking difficulties
- Impaired vision or hearing
- Two or more falls in the past six months
- Fear of falling

In order to prevent falls in the hospital:

- Always call for help.

- Keep your call bell where you can reach it.
- Always wear nonskid slippers/socks whenever you walk.
- Do not lean or support yourself on furniture or rolling objects.
- Make sure the lights are on in your room before you get up to walk.

In case of an emergency that requires room evacuation, our staff will provide you with instructions and assistance.

Infection Prevention

Keep your hands clean

Use soap and warm water for at least 15 seconds. Clean your fingernails, palms, in between your fingers and the backs of your hands. You may also use an alcohol-based sanitizer anytime your hands are not visibly dirty.

Wash your hands:

- Before eating or touching foods
- After you use the bathroom
- After contact with any body fluids (blood, urine, vomit)
- After changing diapers
- After touching animals
- After visiting someone who is ill
- When hands are visibly dirty



Make sure your health care providers clean their hands.

Make sure all care providers clean their hands and put on gloves before touching you. Don't be afraid to ask your care provider to wash his or her hands and wear gloves.

Cover your mouth and nose.

Covering your mouth and nose when you sneeze helps to prevent the spread of infection. Use a tissue, the bend of your elbow or your hands. If you use your hands, clean them right away.

When you are sick, avoid close contact with others.

Stay home whenever possible.

Get your shots!

Make sure all of your vaccinations are up to date.

Isolation Rooms

If you have an infection that could spread to others, you could be assigned to a hospital room that requires precautions, such as gowns, gloves or a special mask. This is done for your safety and the safety of your visitors and our staff. If your condition requires you to be in an isolation room, the reasons and any necessary procedures for visitors will be fully explained to you.

Ethics Consultations

If you or your family are struggling to make health care decisions, you have the opportunity to meet with an ethics team. These meetings are for advice only. Final decisions are made by patients, their representatives and the physicians. If you would like to request an ethics consultation, please tell a care team member.

Pain Management

We ask about your pain often. Choose the face number on the scale below that describes how you feel.

Use your pain medications as prescribed. It is better to use the pain medication as soon as you notice pain is starting. Taking care of pain is an important part of taking care of your health. It is very important for your nurses or doctor to know if the pain medicine doesn't help or if your pain suddenly changes.

Pain scale



Special Communication Needs

Free interpretation services in more than 150 languages and dialects, as well as in American Sign Language, are always available for patients and their families. Interpretation options include video chat and telephone service. On-site language interpreters can be arranged in advance. Notify any staff member if you would like an interpreter. Children under the age of 18 shall never be used as interpreters.

Palliative Care

Lancaster Medical Center offers an inpatient palliative care service to prevent and ease suffering while providing patients and families the best quality of life. Palliative care also will help you better understand your condition and your choices for medical care.

Vaccines and Screening

We ask all patients if their vaccinations are current. You will have the opportunity to receive any vaccinations for which you are eligible.

COVID-19 Vaccine

COVID-19 vaccinations are recommended for anyone 6 months of age or older to help lower the risk of getting COVID-19 and spreading the virus to others. The vaccines also can help those who do become infected with COVID-19 from becoming seriously ill or dying from the illness. Those who receive either the Pfizer or Moderna COVID-19 vaccine will need a second dose in three or four weeks, respectively, after the first.

Additionally, booster shots are recommended for persons age 5 and older who were vaccinated with the Pfizer or Moderna COVID-19 vaccines at least five months after the last dose in their primary series. Anyone who received Johnson & Johnson's COVID-19 vaccine at least two months ago can receive a COVID-19 booster shot. A second booster dose of either the Pfizer-BioNTech or the Moderna

COVID-19 vaccine is recommended for individuals at higher risk for severe disease, hospitalization and death, including people ages 50 and older as well as those ages 12 and older who have compromised immune systems. The second booster dose can be administered at least four months after receiving the first booster dose of the Pfizer or Moderna vaccine. (Vaccine information is based on CDC guidelines as of June 24, 2022.)

Pneumonia Vaccine

Pneumonia is a serious disease that causes sickness and death. Anyone can get pneumonia, but some people are at higher risk. To prevent pneumonia, the vaccine is recommended for all those ages 65 or older, those ages 19 to 64 who have asthma or smoke, those living in long-term care facilities or with a history of:

- Heart disease
- Lung disease
- Liver disease
- Diabetes
- Kidney disease
- Cancer
- Hodgkin's disease
- Sickle cell anemia
- HIV/AIDS
- A weakened immune system

Most people need only one shot for a lifetime. Some may need a booster every five years.

Flu Vaccine

Unless your doctor tells you not to, you should get a flu shot each year. The flu can be spread by coughing, sneezing or a runny nose. The flu can lead to pneumonia and can be dangerous for people with heart or breathing conditions.

Those allergic to eggs should not receive the vaccine. Serious problems from the flu vaccine are very rare.

Hepatitis C Screening

Admitted patients born between 1945 and 1965 will be offered a hepatitis C screening test or hepatitis C diagnostic test unless doing so would carry medical risks for the patient.

Planning to Go Home

Our Care Coordination staff will assist with planning for your discharge. When it's time for you to leave the hospital, you and your caregiver should fully understand your instructions and the plan for follow-up care.

Many agencies and services are available to provide help at home to those who need it. We offer all patients a choice in selecting the home health agency that will meet their needs. We also will arrange for nursing home or rehabilitation facility placement, if needed.

Our staff can help schedule your post-hospitalization follow-up primary care and specialty care appointments before your discharge.

If you need to speak with someone from Care Management, call **223-287-8210**.

Penn State Health Life Lion

Penn State Health Life Lion provides nonemergency transportation for patients who need to be transported in a wheelchair or by ambulance and have no other means of transportation when they are discharged from the hospital. Life Lion transportation has to meet specific requirements for patients who might have these needs. Your discharge planner will work with you or your family to coordinate these arrangements. For additional information about nonemergency transportation, call **223-287-8115**.

Manage Your Health Online

Sign up today for our online tool that you can use to access your health care information from your smartphone, tablet or computer. It's fast, easy and private. Simply go to pennstatehealth.org/patient-portal, and sign up for a new account.

On Your Day of Discharge

Your doctor will decide when you are ready to leave the hospital. You will receive discharge instructions, including a medication list, prescriptions, information regarding activity, diet and wound care if applicable, follow-up visits with your doctor and other information that relates to your diagnosis and treatment.

When the doctor gives you a time for your expected discharge, please contact the family member or friend who will provide your transportation home or to your next destination.

If you are to travel to your next destination by ambulance, your care team will arrange your transportation for you. You will be allowed to carry only one small bag onto the ambulance. Family must take all other belongings at the time of discharge.

Please alert your nurse if you have difficulties with your transportation arrangements.

The day you go home:

- Gather your belongings, including any valuables you stored with the Medical Center.
- Ask questions if you need clarification on discharge instructions.

Understanding Your Bill

Our hospital accepts most insurance plans. It is very important that you provide complete, accurate and current insurance information, including copies of insurance cards.

If your hospital bill is not covered in full, payment is due at the time of service. If there is any remaining balance, a bill will be sent to you. Lancaster Medical Center accepts cash, checks, Visa, MasterCard and Discover. For more information about your bill, please contact us at **717-531-1740** or **1-800-254-2619**.

Financial Assistance

If payment of your medical bill is a concern, we may be able to assist you.

Penn State Health provides financial assistance for medically necessary and emergent services to eligible patients who are uninsured or underinsured, based on income, family size and assets.

Penn State Health shall not charge uninsured Financial Assistance Program (FAP) eligible or non-FAP-eligible individuals more than the amounts generally billed for emergency or other medically necessary care. Penn State Health will not delay or withhold medical care from anyone in an emergency, regardless of their ability to pay.

For more information on how to apply for the Penn State Health Financial Assistance Program, or for a copy of our Financial Assistance Policy and applications, please visit pennstatehealth.org, click on "Patients and Visitors" at the upper-right of the page, then scroll down to "Financial Assistance."

The Financial Assistance Policy and applications are translated into various languages and available on our website or in person. All applicants will be notified by phone or by letter when a determination

has been made regarding their financial assistance qualification.

Our financial counselors are conveniently located at the Medical Center, with office hours Monday through Friday, from 8 a.m. to 4:30 p.m.

We welcome patients and family members to make an appointment by calling **717-531-1740** or **1-800-254-2619**. Upon request, financial counselors are available to come to the location where a patient is receiving care. Your questions will be treated with courtesy and confidentiality.

Important Health Information

Stroke

A stroke occurs when something happens to interrupt blood flow to the brain, causing brain cells to begin to die.

If any of these sudden signs of a stroke occur, call 911:

- Weakness on one side of the body
- Confusion, trouble speaking or understanding
- Trouble seeing
- Trouble walking or loss of balance
- Severe headache with no known cause

Controllable risk factors for stroke:

- High blood pressure
- Atrial fibrillation
- High cholesterol
- Diabetes
- Atherosclerosis
- Circulation problems
- Tobacco use and smoking
- Alcohol use
- Physical inactivity
- Obesity

Uncontrollable risk factors for stroke

- Age
- Gender
- Race

- Family history
- Previous stroke or transient ischaemic attack (TIA)
- Fibromuscular dysplasia
- Patent foramen ovale (also called PFO or hole in the heart)

Heart Failure

Heart failure is a condition in which the heart can no longer pump enough blood to the rest of the body.

If you are diagnosed with heart failure:

- Weigh yourself daily and write down your weight.
- Eat low-sodium foods, and do not add salt to your food.
- Exercise moderately.
- Quit smoking.
- Take medications as prescribed.

Call your doctor if you:

- Gain 2 or more pounds in 24 hours
- Gain 3 or more pounds in a week
- Have lower leg, feet or belly swelling
- Have difficulty breathing
- Have increased tiredness
- Have a new or worsening cough

Call 911 for life-threatening symptoms.

Preventing Blood Clots

Some people are at risk for developing blood clots. Blood clots can cause a stroke or heart attack. Some common causes of blood clots include:

- History of stroke or heart attack
- Irregular heart rhythm
- Diabetes
- Poor blood circulation or varicose veins

Certain clot-preventing measures, such as sequential compression devices, thrombo-embolic deterrents and walking, will decrease your risk of blood clots while you are in the hospital.

Important Phone Numbers

Location	Number
Administration	223-287-8200
Admissions/Patient Registration	223-287-8130
Billing/Financial Counseling	717-531-1740 or 1-800-254-2619
Care Coordination	223-287-8210
Emergency Department	223-287-8222
Family Birthing Suite	223-287-8160
Food Orders	223-287-3663 (FOOD)
Main Hospital	223-287-9000
Medical Records	HIM (Medical Records) Release of Information 223-287-8225 HIM Doc Imaging 223-287-8226
Pastoral Care	223-287-8206
Patient and Family Relations	223-287-8204
Security	223-287-8711

Your Rights

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 whom 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 the 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:

223-287-8204

Hours of Operation: Monday – Friday, 8:30 a.m. –4:30 p.m.

- 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 53,2 Health and Welfare Building
625 Forster St.
Harrisburg, PA 17120**

- You may also contact The Joint Commission, a hospital accreditation organization:

File a concern online under Report a Safety Event at jointcommission.org.

**Patient Safety Event Phone Line: 800-994-6610
Fax: 630-792-5636**

Mail: Office of Quality and Patient Safety (OQPS)

**The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181**

Please feel free to ask questions about any of these rights that you do not understand. If you have questions about these rights, please discuss them with your doctor or nurse or the hospital's Patient Relations Department. You will receive a personal response.

Patient 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 which, 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:

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

Charges

As a patient:

- You are responsible for paying for the health care that you received as promptly as possible.
- Penn State Health is proud of its mission to provide excellent service to all our patients and their families. If payment of your medical bill is a concern, we may be able to assist you.

We provide financial assistance based on income, family size and assets for medically necessary and emergent services. Patients who are eligible for financial assistance will not be charged more than the amounts generally billed to patients with insurance.

Please visit our website at pennstatehealth.org to access our Financial Assistance Policy and financial assistance applications. Documents are translated into various languages and are available on the website or in person.

Patient Financial Services staff is conveniently located on the campus of the Penn State Hershey Medical Center, Academic Support Building, 90 Hope Drive, 2nd floor, Suite 2106. They are available by phone at 717-531-5069 or 1-800-254-2619.

Cooperation

As a patient:

- 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.

Nondiscrimination Notice

The Pennsylvania Department of Health complies with and enforces the laws and regulations which prohibit discrimination against employees and persons receiving services in facilities regulated by the Department. Facilities and programs operated by, or services contracted with or paid for with funds provided by, the Commonwealth of Pennsylvania, Medicare or Medicaid, shall be provided without discrimination due to a person's race, color, religious creed, ancestry, union membership, age, gender, sexual orientation, gender identity or expression, national origin, AIDS or HIV status, disability or genetic information.

CIVIL RIGHTS COMPLAINTS INVOLVING NURSING HOME RESIDENTS:

Division of Nursing Care Facilities
Room 526 Health & Welfare Building
625 Forster St.
Harrisburg, PA 17120-0701
Phone: 717-787-1816
Fax: 717-772-2163
Complaint Hotline: 1-800-254-5164, apps.health.pa.gov/dohforms/FacilityComplaint.aspx

CIVIL RIGHTS COMPLAINTS INVOLVING PATIENTS IN HOSPITALS, AMBULATORY SURGICAL CENTERS AND ABORTION FACILITIES:

Division of Acute & Ambulatory Care
Room 532 Health & Welfare Building
625 Forster St.
Harrisburg, PA 17120-0701
Phone: 717-783-8980
Fax: 717-705-6663
Complaint Hotline: 1-800-254-5164, apps.health.pa.gov/dohforms/FacilityComplaint.aspx

CIVIL RIGHTS COMPLAINTS INVOLVING PATIENTS OF HOME HEALTH AGENCIES, HOME CARE AGENCIES, BIRTH CENTERS PEDIATRIC EXTENDED CARE CENTERS, HOSPICE AGENCIES/CENTERS, END STAGE RENAL DISEASE FACILITIES, RURAL HEALTH CENTERS, OUTPATIENT PHYSICAL THERAPY FACILITIES AND COMPREHENSIVE OCCUPATIONAL REHABILITATION FACILITIES.

Division of Home Health
555 Walnut St.
7th Floor, Suite 701
Harrisburg, PA 17101
Phone: 717-783-1379
Fax: 717-772-0232
Complaint Hotline: 1-800-254-5164, apps.health.pa.gov/dohforms/FacilityComplaint.aspx

Privacy Notice

Effective Date: October 1, 2021

Your Information. Your Rights. Our Responsibilities.

This notice describes how medical information about you may be used and disclosed, and how you can get access to this information.

Please review it carefully.

Our Commitment

Penn State Health understands that information about your health is personal to you. We are committed to protecting your medical information in accordance with this Notice, and as required by federal and state laws.

Applicability of This Notice

This Notice applies to all Penn State Health entities and workforce members, including students and volunteers. You can learn more about the Penn State Health organization at pennstatehealth.org.

This Notice applies to information created or received by Penn State Health that describes:

- Your past, present, or future physical or mental health or condition;
- The health care services you receive; or
- The past, present, or future payment for health care services you receive.

The information described above is known as protected health information or "PHI," and is regulated by federal and state law.

This Notice does not apply to:

- Medical information that is not PHI;
- Penn State Health's Health Plan or Penn State Health as an employer; and
- Non-Penn State Health medical providers.

Joint Notice

Members of the Penn State Health organization participate in an Organized Health Care Arrangement (OHCA). OHCA participants may share your information with each other for joint treatment, payment and health care operations. Each member of the OHCA will use, disclose, maintain and protect your health information in accordance with this Notice.

How We Use and Disclose Your PHI

Treatment

Penn State Health may use and disclose your PHI as necessary to provide or coordinate treatment. This includes sharing your PHI with other Penn State Health

facilities and personnel, or non-Penn State Health health care providers, agencies or facilities. For example, doctors, nurses and other professionals involved in your care (within and outside of Penn State Health) may use your PHI to refer you to a specialist, recommend procedures, medications, tests or plan a course of treatment for you.

Health Care Operations

Penn State Health may use and disclose PHI about you to conduct health care operations which may include:

- Disclosing PHI to business associate organizations that provide specific services to or on behalf of Penn State Health.
- Disclosing PHI to organizations within the Penn State Health OHCA, as well as organizations outside of Penn State Health that have a direct relationship with you in providing you treatment or paying for our services.

For example, we may disclose PHI to doctors, nurses, technicians, students and other Penn State Health workforce members for educational purposes or to coordinate care.

Payment for Services

We may use and disclose your PHI to obtain payment for our services, as well as request pre-payment approval for future services. Disclosure of PHI may be made to health plans, insurance companies or other third parties that provide payment and collection services. For example, we may use and disclose your PHI to your health insurance provider to ensure that the health care you receive is billed and paid for appropriately.

Other Ways We May Use or Disclose Your PHI

Public Health and Safety Activities

We may disclose PHI for public health activities, including the following reasons:

- To prevent or control disease, injury or disability
- To report births and deaths
- To report child abuse or neglect
- To report reactions to medications or problems with products
- To provide notices about recalls of products
- To provide notices about a potential exposure to a disease or risk of contracting or spreading a disease or condition
- To notify the appropriate government authority about suspected abuse, neglect or domestic violence

In addition, we may use and disclose PHI:

- To reduce or prevent a serious threat to your health and safety or the health and safety of others
- To authorized organizations participating in disaster relief efforts. For example, we may disclose PHI to the American Red Cross to assist them in responding to a public emergency.

Research Activities

We may use and disclose your PHI for research purposes, if:

- The researcher receives approval from an Institutional Review Board (IRB), or a similar committee, that is charged with protecting the privacy rights and safety of human subjects in research, or
- You provide us with your written authorization to do so.

In addition, we may use and disclose PHI, without authorization, to identify patients with specific medical needs that are relevant to future research initiatives.

Compliance with the Law

We will disclose your PHI when required to do so by federal, state or local law.

Organ and Tissue Donations

If you are an organ donor, we may disclose your PHI to an organ donation bank or organizations that handle organ procurement or transplantation.

Medical Examiners or Funeral Directors

We may disclose your PHI to:

- Coroners or medical examiners to identify a deceased person, to determine the cause of death or for other reasons authorized by law
- Funeral directors as necessary to carry out their duties.

Workers' Compensation

We may disclose PHI to Workers' Compensation or similar programs that provide benefits for work-related injuries or illnesses.

Occupational Health and Safety

We may disclose PHI to your employer when we have provided screenings and health care at their request for occupational health and safety.

Law Enforcement

We may disclose PHI for law enforcement purposes or to a law enforcement official as authorized or required by law.

In Response to Other Government Requests

We may disclose PHI as required in these special circumstances:

- To military command authorities if you are a member of the armed forces
- To the appropriate foreign military authority if you are foreign military personnel
- To authorized federal officials for intelligence or counterintelligence activities
- To authorized officials to protect the President of the United States or other domestic and foreign authorities
- For purposes of conducting special investigations or activities as authorized by law

Legal Requests

We may disclose your PHI in response to:

- A court or administrative order
- A subpoena, discovery request or other lawful process

In addition, we may use and disclose your PHI to defend or assert a lawsuit involving your treatment at a Penn State Health facility.

Health Information Exchanges

We may use, disclose or obtain PHI electronically through Health Information Exchanges (HIEs). You may choose not to participate in HIEs by submitting an opt-out form to the registration staff assisting you during your visit at Penn State Health, or by contacting Penn State Health Health Information Management using the contact information at the bottom of this Notice.

Health-Related Benefits and Services

We may use and disclose PHI to inform you of health-related benefits, services and treatment options offered by Penn State Health. For example, we may inform you about dietitian services offered by Penn State Health to help you control diabetes.

Prevention of Harm

We may use and disclose PHI to prevent a serious and imminent threat to a person or the public.

The Food and Drug Administration

We may disclose PHI to the U.S. Food and Drug Administration if it relates to the agency's oversight of food, supplements, pharmaceuticals and products, or as needed to enable product recalls, repairs or replacements.

Fundraising Activities

We may use PHI to contact you to seek voluntary donations or participation in activities to support the charitable missions of Penn State Health. This includes disclosing limited PHI to The Pennsylvania State University, which helps Penn State Health seek charitable donations on behalf of Penn State Health.

If we use or disclose your PHI for fundraising activities, you will be given the choice to opt out of future activities, which will be further explained to you within the fundraising communication you receive.

Penn State Health Hospital Directory

We may include certain limited information about you in the hospital directory while you are a patient at one of our facilities.

- Directory information may include your name, location in the facility, your general condition (such as "fair," "serious," "critical," etc.), and your religious affiliation.
- We may release directory information about you to people who ask for you by name, except for your religious affiliation.

- Your religious affiliation may be given to members of the clergy.
- You have the right to restrict the release of any part or all of this directory information, or you may request that your admission to Lancaster Medical Center remain confidential by conveying this request to the Penn State Health workforce members providing you service. If you request an admission to remain confidential, callers and visitors will not be told you are a patient.

Individuals Involved in Your Care

As long as you do not object, we may release PHI about you to a friend or family member who is involved in your medical care, such as a family member picking up a prescription on your behalf.

Health Oversight Activities

We may disclose your PHI to health oversight agencies for activities authorized by law, such as audits, investigations and inspections. These activities are necessary for the government to monitor the health care system, government programs and our compliance with laws.

Inmates

We may disclose your PHI to a correctional institution or law enforcement official if you are an inmate of the correctional institution or under the custody of a law enforcement official.

Uses and Disclosures That Need Your Authorization

Except as described in this Notice, or as otherwise permitted or required by law, we will not use or disclose your PHI for any other purpose unless you have authorized us to do so in writing. In particular, a signed authorization is required for the following:

- Uses and disclosures for marketing purposes
- Most uses and disclosures of psychotherapy notes
- Disclosures that constitute the sale of PHI
- Uses and disclosures for certain research protocols

If you provide us an authorization to use or disclose your PHI, you may revoke (withdraw) it at any time in writing. However, we cannot reverse any disclosures previously made with your authorization. The document you sign will describe how you may withdraw your authorization. Your revocation of or refusal to grant an authorization will not affect the care you receive from Penn State Health, but may preclude you from participating in special programs that involve the use and disclosure your PHI in a manner that requires your authorization.

YOUR RIGHTS

This section explains your rights and our responsibilities to help you exercise those rights.

Inspect and Obtain an Electronic or Paper Copy of Your Medical Record

With certain exceptions, you have the right to inspect and obtain a copy of your medical record containing PHI.

- To inspect and obtain a copy of your medical record, you can contact Penn State Health's Health Information Management using the contact information at the bottom of this Notice.
- We may charge a reasonable fee for the costs of copying, mailing or other supplies associated with your request.
- We may deny your request to inspect and obtain a copy of your information in certain limited circumstances, and will notify you in writing of such decision. We will further advise whether and how you can request to have this decision reviewed.

You may also access portions of your health information using the Penn State Health patient portal. You can ask the registration staff assisting you during your visit to help you set up a patient portal account, or you can contact Health Information Management by using the contact information at the bottom of this Notice.

Request an Amendment to Your Medical Record

If you believe that PHI about you is not correct or is incomplete, you may request that we amend your PHI.

- You must submit your request in writing to either the Privacy Office or Health Information Management using the contact information at the bottom of this Notice.
- Within the request you must describe the reason(s) you believe your PHI is incorrect or incomplete.

We may deny your request for one or more of the following reasons:

- If the PHI was not created by us, unless the person or entity that created the information is no longer available to make the amendment;
- If the PHI is not part of the record kept by or for Penn State Health;
- If the PHI is not part of information which you would be permitted to inspect and obtain; or
- If the PHI is accurate and complete.

Request Confidential Communications

You have the right to request that we communicate with you or provide you information in a particular way, such as using a specified phone number or using an alternate mailing address.

- You must make this request in writing at the Penn State Health facility you are visiting, or by contacting the Privacy Office using the contact information at the bottom of this Notice.

- We will accommodate any reasonable requests made by you.

We will accommodate any reasonable requests made by you.

Request Restrictions on How We Use Your PHI

You have the right to request a restriction or limitation on how we may use or disclose PHI with respect to treatment, payment or health care operations.

- We are not required to agree to your request, except if you request that we not disclose PHI to your health plan that involves health care for which you have paid PSH in full in accordance with Penn State Health's billing practices. You must inform the registration staff of this request at the time of service.
- All other restrictions must be submitted in writing to the Privacy Office using the contact information at the bottom of this Notice.
- Within the request, you must state:
 - What information you want to limit;
 - Whether you want to limit our use, disclosure or both; and
 - To whom you want the limits to apply.

Ask For an Accounting of Certain PHI Disclosures

You have the right to receive an accounting of how PSH made certain disclosures of your PHI. This right does not include disclosures made for purposes of treatment, payment and health care operations, or other limited exceptions.

- You must submit your request in writing to the Privacy Office by using the contact information at the bottom of this Notice.
- You must include the dates that you would like the accounting to include. The accounting may only include disclosures made during the six years prior to the date you submit a request.
- The first request during any 12 calendar-month period is free. You will be charged a reasonable cost-based fee for each subsequent request you submit within the same 12-month period.
- You may obtain an accounting request form from Privacy Office by using the contact information at the bottom of this Notice.

Identify a Personal Representative

If you have given someone the legal authority to exercise your rights and choices related to your PHI, we will honor their requests once we verify their authority.

File a Complaint if You Feel Your Rights Are Violated

If you believe your privacy rights have been violated, you may:

- File a complaint with the Privacy Office by:
 - Emailing us at privacy@pennstatehealth.psu.edu;
 - Calling us at 717-531-2081; or
 - Writing to us at P.O. Box 850, Mail Code: CA133, Hershey, PA 17033.
- File a complaint with the Secretary of the Department of Health and Human Services by visiting: hhs.gov/hipaa/filing-a-complaint

We will not retaliate against you for filing a complaint.

Pennsylvania Law

Pennsylvania law may further limit how we use or share your medical information, including the release of medical records, HIV-related records, records of alcohol or substance use disorder, inpatient mental health records and mandatory outpatient mental health treatment records. If Pennsylvania law applies to your medical information, we will use and disclose your information in compliance with these more restrictive laws.

OUR RESPONSIBILITIES

The following are our responsibilities with respect to your PHI:

- We are required by law to maintain the privacy and security of your PHI;
- We will let you know if a breach occurs that has compromised the privacy or security of your PHI;
- We will follow the duties and privacy practices described in this Notice;
- Will provide you a copy of this Notice; and
- We will not use or share your PHI other than as described in this Notice or as permitted by law unless you authorize us to do so writing.

For more information see:

hhs.gov/ocr/privacy/hipaa/understanding/consumers/notic pepp.html

Changes to This Notice

We review our privacy practices from time to time. As such, we reserve the right to make changes to this Notice at any time. Any changes will become effective for all PHI in the possession of Penn State Health, even if created or received before such changes. Before we make a material change in our privacy practices, we will change this Notice and post a copy of the current Notice at our facilities. The Notice will contain the effective date.

Receive a Copy of This Notice

Notice will be available at any Penn State Health facility, or by contacting the Penn State Health Privacy Office using the contact information at the bottom of this Notice.

You may also obtain an electronic copy at: pennstatehealth.org/privacy-legal-notice

QUESTIONS

If you have any questions about this Notice, please contact our Privacy Office by using the contact information below.

IMPORTANT CONTACT INFORMATION

Office of Cybersecurity and Privacy
P.O. Box 850, Mail Code: CA133
Hershey, PA 17033
717-531-2081
privacy@pennstatehealth.psu.edu

Health Information Management
500 University Drive, Mail Code: HU24
Hershey, PA 17033
717-531-3798
HIMleadership@pennstatehealth.psu.edu

POR FAVOR SOLICITE UNA COPIA EN ESPAÑOL DE ESTE AVISO DE PRIVACIDAD A SU REPRESENTANTE DE ADMISIONES DE PSH.