

Welcome Guide:

What you need to know during your hospital stay



PennState Health
St. Joseph Medical Center

2500 Bernville Road
Reading, PA 19605
610-378-2000



PennState Health
St. Joseph Medical Center

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>आफ्नो भाषातर्फ आँल्याउनुहोस्। एक दोभाषेलाई बोलाइनेछ। तपाईंको विना कुनै खर्चका, 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 wezwiemy 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 فارسی</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 fiiqluqadaada... 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>

What's Inside

Welcome	2	Support Groups.....	11
Patient- and Family-Centered Care.....	2	Therapy Services.....	11
Important Phone Numbers.....	2	Volunteers.....	11
Penn State Health Mission.....	3		
St. Joseph Medical Center Mission and Values.....	3	Hospital Services	11
		ATM.....	11
Language Assistance	3	Gift Shop.....	11
Medical Interpretation.....	3	Lost and Found.....	11
Non-medical Translations.....	3	Parking.....	11
		Phones and Internet.....	11
Meet Your Care Team	4	Securing Valuables.....	12
Preparing for Your Stay	5	Going Home	12
Admissions.....	5	Day of Discharge.....	12
What to Bring to the Hospital.....	5	Home Health Services.....	12
Where Guests Can Stay.....	5	Medications.....	13
Make Your Wishes Known.....	5	My Health Patient Portal.....	13
		Your Feedback.....	13
Your Hospital Care	6		
Bedside Shift Report.....	6	Billing and Insurance	13
Daily Rounding.....	6	Understanding Your Bill.....	13
Interactive Patient Care System.....	6	Financial Assistance.....	13
Meals.....	6		
Pain Management.....	6	For Visitors	14
Rapid Response Team.....	6	Dining.....	14
Please Respect Us.....	7	Finding Your Way.....	14
		Strong Scents.....	14
Keeping You Safe	7	Visiting Hours.....	14
Identification.....	7	Waiting Areas.....	14
Infection Prevention.....	8		
Medication Safety.....	8	Patient Rights and Responsibilities	15
Preventing Falls.....	8	Your Rights.....	15
Security.....	9	Your Responsibilities.....	17
Smoking Policy.....	9		
SPEAK UP.....	9	Privacy and Nondiscrimination Notices	18
		Patient Privacy.....	18
Support Services	10	Nondiscrimination Notice.....	19
Care Coordination.....	10		
Environmental Health Services.....	10	St. Joseph Medical Center Maps	20
Lactation Services.....	10		
Mental Health.....	10	Notes	24
Palliative and Hospice Care.....	10		
Patient Advocacy.....	10		
Pet Therapy Program.....	10		
Social Work.....	10		
Spiritual Care.....	11		

Welcome to Penn State Health St. Joseph Medical Center

Welcome and thank you for choosing Penn State Health St. Joseph Medical Center for your care.

Rest assured that you are in good hands. We are proud to be part of Penn State Health, an integrated academic health system recognized nationally for quality and safety. You are a vital member of your health care team, and we urge you and your family to take an active role in your care to help us meet your unique needs.

This patient guide is designed to answer many of your questions and make your experience as positive and stress-free as possible. If you have any questions, please don't hesitate to ask any member of your care team.

We are grateful for the trust you place in us and hope you have a comfortable and healing stay.

Important Phone Numbers

Admissions/Patient Registration	610-378-2320
Billing	610-378-2350 or 1-800-254-2619
Care Management	610-378-2360
Emergency Department	610-378-2330
Food/Nutrition	610-378-2700
Gift Shop	610-378-2357
Image Library	610-378-2247
Main Hospital	610-378-2000
Medical Records	610-378-2380
Patient Advocacy	610-378-2675
Patient Information	610-378-2000
Pre-admission Testing	610-378-2451
Security	610-378-2500
Spiritual Care	610-378-2297

Patient and Family-Centered Care

At Penn State Health, we believe that 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. This approach, called patient- and family-centered care, leads to better health outcomes and a better patient experience.

A family is defined as two or more persons who are related in any way – biologically, legally or emotionally. These are the four values that guide 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 timely and unbiased information with you and your family.
- **Participation.** We encourage you and your family 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 be partners with us in providing an excellent patient experience. We can't do it without you.

Penn State Health 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 responsive and equitable care.
- We educate and train health care professionals.
- We advance evidence-based medical innovation through research and discovery.

St. Joseph Medical Center Mission and Core Values



Mission

St. Joseph Medical Center's mission is to nurture the healing ministry of the Church, supported by education and research. Fidelity to the Gospel urges us to emphasize human dignity and social justice as we create healthier communities.

Values

In our service and our care, we commit ourselves to these values:

- **Reverence.** Profound respect and awe for all creation; the foundation that shapes our spirituality, our relationships with others and our journey with God
- **Integrity.** Moral wholeness; soundness, fidelity and trust in all we do
- **Compassion.** Solidarity with one another; the capacity to enter into another's joy and sorrow
- **Excellence.** Becoming the benchmark; putting forth our personal and professional best

Language Assistance

Medical Interpretation

Free medical interpretation services are always available for patients and their families in more than 150 languages and dialects, as well as American Sign Language. Interpretation options include video chat and telephone service. On-site sign language interpreters can be arranged in advance. Notify any staff member if you would like an interpreter. Under no circumstances should a noncertified medical interpreter be used. For details, see the inside cover of this guide.

Non-medical Translations

Google Translate can be used to translate signs, menus and non-medical documents and conversations in more than 130 languages. Download the app from Google Play or the App Store.



To use Google Translate on a laptop, tablet or desktop computer, go to translate.google.com.



Meet Your Care Team

As a patient, you have your own care team that works together. Take time to look for an identification badge on every member of the 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 assigned to your care.
- **Physician resident/fellow:** a physician who has graduated from medical school and is completing medical training, working directly with the attending physician.
- **Medical students:** St. Joseph Medical Center is a teaching hospital, so medical students may be part of your care team. They consult with physicians on care decisions.
- **Advanced practice providers (APPs):** certified medical professionals with advanced degrees who work under the supervision of a licensed physician. They may include physician assistants, certified nurse-midwives, certified registered nurse anesthetists and clinical nurse specialists.

Nursing Staff

- **Nurse manager:** oversees administration and patient care provided by a nursing unit and has 24-hour accountability of the nursing staff.
- **Charge nurse:** oversees patient care provided by a nursing unit during a particular work shift.
- **Registered nurse (RN):** provides professional care, evaluates patient care and gives medications. Also provides patient and family education during the treatment and healing process, assesses physical condition and keeps patients informed about tests and procedures.
- **Nurse navigator:** an RN who works with the care team to help coordinate inpatient care and any transitions to the next level of care.
- **Licensed practical nurse (LPN):** works under the supervision of doctors and RNs and provides basic medical care, such as checking vital signs, giving medications and helping with daily activities.
- **Patient care assistant (PCA):** works under the supervision of an RN and provides routine care, such as taking vital signs, helping with meals, giving baths, getting specimens and blood samples or some types of testing, as delegated by the RN.

Care Coordination

- **Social worker (MSW):** helps patients and their families understand the hospital setting; provides counseling for emotional, financial and social issues; helps with insurance questions; and coordinates discharge services to make sure patients have a safe and timely return home or to follow-up care.
- **Care coordinator (RN):** a nurse who helps smooth the transition from hospital to home, based on individualized patient- and family-centered plans of care. Care coordinators partner with social workers to arrange medical and community-based resources for your discharge.

Preparing for Your Stay

Admissions

When you are admitted to the hospital, a staff member will speak to you to get your personal information. If this meeting doesn't happen when you arrive, a hospital representative may visit you in your room. Getting the correct registration information will allow us to process your hospital claim quickly and accurately or refer your case to a financial counselor if you do not have medical insurance.

What to Bring to the Hospital

- Photo ID and insurance card(s), including any prescription coverage.
- Basic personal care items, such as deodorant, toothbrush and toothpaste, as well as contact lenses, eyeglasses, hearing aids and dentures, with cases.
- Cane, crutches or walker, as needed.
- Cell phone, if you have one, and charger. Note: Some rooms do not allow cell phones because they may interfere with medical equipment.
- A list of ALL medications you are currently taking – prescription and over-the-counter, vitamins and herbal supplements, diet pills, etc. Include the exact name of the medication, strength, dosage and how often you take it. This is on the medication label. Leave medications at home unless your doctor has asked you to bring them.

Label personal items with your name, if possible. Do not bring jewelry, large amounts of cash or other valuables.

Where Guests Can Stay

Some St. Joseph Medical Center rooms have space for family members at the bedside. In units that offer places to sleep, you can get clean sheets, pillows and blankets from the nursing staff.

Guests can find hotels and other places to stay within a short driving distance.

Make Your Wishes Known

Under Pennsylvania law, you have the right to make informed choices about health care. It is important to let us know your choices so they can be carried out. Please give serious thought to the treatment you prefer and who will be responsible for making sure your wishes are followed, ahead of time. Talk about your preferences with your family and physicians. Your health care choices can be written down in two types of documents – an advance directive and a durable power of attorney.

Advance directive

An advance directive is a legal document that states your wishes about your medical care if you become too sick to communicate them.

If you already have an advance directive, give a copy to your physician to add to your medical record. If you do not have an advance directive and would like to fill one out, call **610-378-2297**, or talk to your care team. St. Joseph Medical Center encourages every adult patient to complete an advance directive.

The Medical Center does not discriminate against patients based on whether they have an advance directive. You can cancel an advance directive or make changes to it at any time.

Durable power of attorney

A durable power of attorney, or POA, is a legal document that names the person you want to make medical and/or financial decisions for you if you cannot do it yourself.

Remember to bring a copy of your advance directive and/or durable POA to the hospital each time you are admitted.

Organ donation

State law requires hospitals and medical centers to ask for organ and tissue donations, when appropriate. Patients should tell their family and physicians if they have signed an organ donor card or wish to be an organ or tissue donor.

Ethics consultation

Questions about treatment choices can arise if a person becomes seriously ill and their wishes aren't known. A patient and/or family members can talk with physicians, nurses and other staff, including members of the Ethics Committee, about these difficult questions. We want you to have as much information as possible about the best course for treatment. Your care team can help set up an ethics consultation if needed.

Your Hospital Care

Bedside Shift Report

Our patients and families have an active role in their health care. The bedside shift report is when your care team meets by your bedside to talk about your care. Here, you will meet the new nurses during shift change. During the bedside shift report, please listen to make sure you have complete and up-to-date information about your care. This is a good time to ask questions or raise concerns. Feel free to ask your team to explain anything that might be confusing.

Daily Rounding

A member of the patient care team visits each patient regularly throughout the day. We do this to make sure your needs are being met. A nurse leader also visits each patient to address concerns, answer questions and make sure we're providing quality care.

Interactive Patient Care System

Our hospital was built with the latest advances in health care technology. We want our patients to feel at ease, comforted and cared for.

Your call bell links 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. This includes new and classic movies, relaxation videos, audio books, cable TV or even photos sent from your loved ones outside the hospital.

Meals

Our patient meal program is called **At Your Request – Room Service Dining**. It means you can order any of your meals at any time **between 6:30 a.m. and 6:30 p.m.**, seven days a week. You will receive three meals a day, unless there are medical reasons you should not eat or you are on a liquid diet.

A registered dietitian creates your meal plan based on your medical issues. Please tell your nurse if you have any special dietary needs or restrictions.

The ordering process is very simple:

- Call **610-378-2700** or **2700** from your bedside phone.
- One of our order preparation specialists will take your order.
- Your order will be checked against your approved diet plan, prepared according to your specifications and delivered to your bedside.

Since all of the food is cooked to order, please allow 45 minutes for delivery time

Pain Management

We are committed to preventing and relieving pain. If you are having pain, talk to your doctor or nurse. When you explain what you're feeling, it helps your care team find the reason for your pain and correct it through a good pain management plan. We have many different kinds of medication and non-medication therapies to relieve pain and discomfort.

Rapid Response Team

Family members should immediately notify a caregiver if they notice any decline in their loved one's condition. Call immediately if you see the following changes:

- Change in heartbeat
- Problems with breathing
- Sudden change in mental status (confusion or agitation)
- Something is "just not right"

Family members can contact a team of health care providers anytime they are concerned that the patient's medical condition is worsening, and the patient's primary care team is not responding:

1. Tell the nurse or doctor about your concerns.
2. If you don't get a quick response, call a CODE HELP by dialing **7777** from the nearest hospital phone.
3. Tell the operator you are asking for a CODE HELP.
4. Give the patient's full name and room number.

Please Respect Us

We ask that you respect us as we care for you. Aggressive behavior toward our staff or others is not acceptable at Penn State Health. Examples of aggressive behavior include:

- Abusive language
- Verbal aggression, including profanity
- Sexual advances, verbal or physical
- Threats
- Physical assault

For everyone's safety, no weapons (including guns or knives) are permitted in our facilities. Security will be notified if aggressive behavior continues after our staff tries to stop it. 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.

We're committed to:

- Attracting the best people to deliver the best care to our diverse communities
- Ensuring everyone who provides or receives our care is treated with dignity and respect

Penn State Health does not permit discrimination against any person based on diversity – their race, ethnicity, gender identity or religion.

Please understand that we do not allow a change in care team members based on their diversity. Patients may request a care team member of their own gender because of certain specific personal or medical situations.

Thank you for sharing in our commitment to a culture of mutual respect.

Keeping You Safe



Identification

You should expect all staff to ask for your name and date of birth each time they interact with you. This is to make sure each member of the care team is connecting the right medications and treatment or procedure with the correct patient, every time.

When you talk with your doctor, nurse or pharmacist, they should always be able to answer these questions:

- What is my main problem?
- What do I need to do to treat it?
- Why is it important for me to do this?

Infection Prevention

Hand-washing

Hand-washing is the most important thing we can do to prevent the spread of germs. Sinks and hand sanitizer dispensers are located throughout the Medical Center for anyone to use. All health care workers, family members and visitors should use hand sanitizer or wash their hands with soap and warm water for 15 to 20 seconds:

- Before eating or touching foods
- After using the bathroom
- After contact with any body fluids (blood, urine, vomit)
- After changing diapers
- After touching animals
- After visiting someone who is sick
- When hands look dirty

We encourage you to remind your caregivers to wash their hands before they care for you. It is OK and even expected that you will ask them to do this.



Isolation rooms

Patients with infections that could spread to others may be assigned to a room that has precaution signs posted. These signs might say to wear gowns, gloves and masks. Make sure all visitors read the instructions at the door and follow them before entering the room. Information about why patients need these extra precautions is confidential and will not be shared with other patients or visitors.

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

Medication Safety

It's important to know your medications and when you should take them. If you are offered a medication or treatment that you don't recognize, please ask the staff to explain it. If you do not get your medication at its usual time, ask your care provider about it.

Preventing Falls

Falls can happen for many reasons, such as:

- Taking many medications or side effects of medications
- Walking difficulties
- Chronic conditions that interfere with thinking, such as Alzheimer's disease, a recent stroke or surgery, chronic pain and drug or alcohol dependence
- Problems with vision or hearing
- History of two or more falls in the past six months
- Fear of falling

What YOU can do to prevent falls:

- Always follow your care team's instructions on whether you must stay in bed or if you need help to walk to the bathroom, in the hallways, etc.
- Make sure the lights are on in your room so you can see where you're going.
- Keep the call light where you can reach it, and call for help when you need to get out of bed.
- Ask the nurse for help if you feel dizzy or weak when getting out of bed.
- Even if you don't need help, sit in bed for a few minutes before standing so you're less likely to feel dizzy.
- Use your cane, crutches, wheelchair or walker if you need them.
- Wear nonskid slipper socks whenever you walk in the hospital. Please do not walk barefoot.
- Walk slowly and carefully when you get out of bed. Do not lean or support yourself on rolling objects, such as IV poles or bedside tables.
- Do not use furniture to help yourself, except in an emergency.

During your stay, our staff may put you on "fall precautions" so that extra care is taken to make sure you stay safe. Your nurse will give you more information if this is needed.

Security

Our Security Department is available 24/7 and provides protection for the well-being and property of all patients, visitors and employees.

- For security assistance, call **610-378-2500**.
- From internal phones, the emergency number is extension **7777**.



Smoking Policy

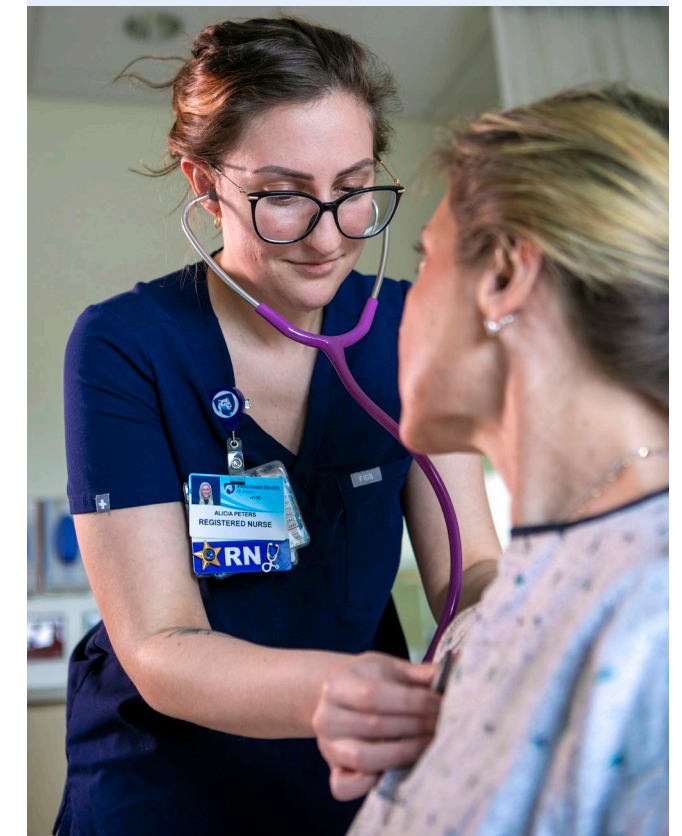
We are a tobacco-free institution. Smoking, including electronic cigarettes and other tobacco use, is prohibited indoors and outdoors at all St. Joseph Medical Center locations.

SPEAK UP

We put patient safety first

We encourage patients to be involved in their care and SPEAK UP:

- S**peak up by asking questions and talking to the staff about your concerns. It is your health, and you have the right to know.
- P**ay attention to the treatments and care you are receiving. Tell someone if you do not agree or think something is incorrect.
- E**ducate yourself about your diagnosis, treatment, tests and medications.
- A**sk someone you trust to be your advocate (advisor or supporter).
- K**now what medicines you take, why and what the side effects are.
- U**se a health care facility that has been proven for meeting quality and safety standards.
- P**articipate in your care. You are the center of the health care team.



Support Services

Care Coordination

Care coordinators work with you to make sure you have everything you need when you are ready to be discharged. The care coordinators are your connection for any additional outside services you may need after leaving the hospital.

Environmental Health Services

Our Environmental Health Services staff keeps the hospital clean, safe and pleasant. Please talk to a nurse if you have any housekeeping concerns. Services are available 24/7.

Lactation Services

The Breastfeeding Medicine Program is staffed by board-certified lactation consultants who support new mothers with breastfeeding.

Hospital-grade breast pumps are available through our program. There is also a lactation pod for pumping or breastfeeding on the Garden Level next to the Chapel.

Mental Health

Being in the hospital can be stressful. When needed, we can arrange for you to talk to a psychologist for help with psychological and emotional concerns.

Palliative and Hospice Care

We offer inpatient palliative care service to prevent and ease suffering while providing patients and families the best quality of life. Palliative care can help you better understand your condition and your choices for medical care.

Hospice care also provides palliative care. However, it is focused on terminally ill patients who are no longer seeking treatments.

Patient Advocacy

A member of our Patient Advocacy team can help you with:

- Questions, compliments and complaints about hospital staff or departments
- Solutions to problems and concerns
- Directions to appropriate services and resources
- Explaining hospital procedures, services and patient rights and responsibilities
- Sharing information with departments and services to identify opportunities for change and to improve patient satisfaction

Hours: Monday–Friday, 8 a.m.–4:30 p.m.
Phone: **610-378-2675**

Pet Therapy Program

Pet therapy can provide patients and their families with welcome distraction and comfort in the hospital setting. When a pet therapy team is on-site, you can ask your care team for a visit. Visits can take place in most inpatient adult units, but not in rooms under isolation restrictions.

You can identify pet therapy dogs by their Penn State Health ID badges.



Social Work

Our social workers provide emotional support and help with financial resources and other services throughout your treatment. They can also assist in getting other resources you need for your care at home.

Spiritual Care

We know that healing comes from many areas. Our Spiritual Care services provide 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.

When you feel separated from family and friends, or when you are faced with difficult choices and may be anxious, our Spiritual Care staff is privileged to help you connect with your sources of support and meaning, whether faith-based or not. We offer:

- Spiritual and emotional support in a way that is respectful of personal values and beliefs
- Someone to be God's loving and listening presence
- Encouragement when you are faced with difficult challenges and choices

Catholic sacraments are available for patients during their stay.

We are happy to assist you in notifying your pastor, rabbi or other spiritual leader that you are here. We are available Monday through Friday, 7 a.m. to 7 p.m., and Saturday, 9:30 a.m. to 3 p.m. Call **610-378-2297** or dial 0 from your room phone.

Interfaith Chapel

There is an interfaith chapel on the Garden Level of the Medical Center and at the Penn State Health St. Joseph Downtown Campus, second floor, at 6th and Walnut Streets.

Support Groups

We offer a variety of support groups. You can find more information at pennstatehealth.org/support-groups.

Therapy Services

Our physical, occupational, speech and respiratory therapists may help you work on recovery and getting back to a normal routine.

Volunteers

Volunteers provide various services throughout the hospital, including escorts, waiting room receptionists, flower delivery and wayfinding support. If you have questions about volunteer services, or if you are interested in volunteering, please call **610-378-2617**.

Hospital Services

ATM

As a service to our patients and visitors, one ATM is available on the first floor, main lobby.

Gift Shop

You'll find flowers, cards, books, magazines, candy, jewelry, toiletries and more in the Gift Shop, located on the first floor of the Medical Center. All proceeds from the Gift Shop directly benefit programs at the Medical Center. Hours may change due to staffing.

Please note: Due to limited space and to maintain infection control, flowers, plants and balloons are not allowed in some patient care areas. Check with the patient's nurse before ordering these items. Because some patients have allergies, please choose Mylar balloons rather than latex.

To purchase a gift and arrange delivery to a patient's room, call the Gift Shop at **610-378-2357**.

Lost and Found

If you leave something behind in a patient care area, our staff will tag it and store it for seven days. You'll be contacted, and you need to pick up the item within that time. It's a good idea to label all your belongings.

Items that can't be identified are taken to the main Information Desk. As required by law, items of value, such as jewelry and money, are turned over to the Pennsylvania Department of Revenue annually. Call the main Information Desk at **610-378-2000** about any lost or found items.

Parking

General patient and visitor parking is available 24 hours a day, seven days a week in the main parking lot of the hospital.

Phones and Internet

In-room telephones

There are no additional fees for calls made from your room.

For local calls:

- Dial 9, 1, the area code and the phone number.

For toll-free numbers:

- Dial 9, 1 and the phone number.

Cell phones

Cell phones may interfere with clinical patient monitoring equipment. For that reason, some patient rooms and other care areas may not allow cell phone use. Signs are posted in these areas.

Internet access

Free wireless internet access is available in all areas of St. Joseph Medical Center. You may bring your own laptop for your personal use. To connect your laptop or mobile device:

1. Connect to ATTWIFI from your laptop or mobile device.
2. Open your browser.
3. Agree to the terms of service.

No sign-in is required.

Securing Valuables

The Medical Center is not responsible for any lost belongings, so we encourage you to leave all valuables at home or have a family member take them home for you. If you have cash or valuables, contact your nurse about how to keep them safe.

Going Home

Plans for your discharge begin when you're admitted to the Medical Center. Your care team will meet with you to discuss your discharge plans and services including, but not limited to, home health, rehabilitation and medical equipment. If you are concerned about your safety at home, please talk to your care team.

Day of Discharge

Your doctor will decide when you are ready to leave the hospital. When the doctor gives you a time of expected discharge, contact the family member or friend who will provide your transportation home or to another health care facility.

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

Please let your care team know if you are having problems with your transportation arrangements.

Care Management staff can help you if you need special transportation to get home or to another care facility.

On your discharge day, gather your belongings, including any valuables you stored with the Medical Center.

You will receive discharge instructions that include a medication list, any prescriptions, guidelines for activity and diet, wound care, any follow-up visits with your health care providers and other information that relates to your diagnosis and treatment. A member of the nursing staff will go over the instructions with you. This is an important time to ask questions, so you understand details such as:

- What resources do you need from us before discharge? How can we help you prepare for discharge?
- What equipment do you need for home care?
- Do you know your home care company's name, phone number and who to call with questions?
- Do you know the plan for delivery and setup of home care equipment?
- Do you know who to call if there is an emergency, your health worsens or when you have questions?
- If you have a follow-up appointment scheduled, do you know where to go?
- Do you understand the side effects of your medications and who to call if side effects occur?



Home Health Services

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 can also arrange for nursing home or rehabilitation facility placement, if needed.

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

Medications

If you don't have prescription drug coverage or benefits, a prescription assistance program coordinator is available to help. They can also help you if you are having problems paying for your prescriptions.

Retail pharmacy

A retail pharmacy is conveniently located on the first floor, just off the lobby. The staff can take care of your discharge prescriptions. The pharmacy accepts many major prescription plans. Call the pharmacy at **610-378-2862** to make sure your plan is accepted.

Ask your nurse or doctor to send your prescriptions to the pharmacy ahead of time so they can be ready as you are leaving the hospital.

Bedside Delivery program

As a convenience to our patients, the retail pharmacy can fill and deliver your discharge medications to your bedside. If you need more information before making a decision, contact a pharmacist at **610-378-2862**.

This is an optional program – you have the right to select any pharmacy you wish to provide medications prescribed by your doctor.

My Health Patient Portal

Penn State Health's My Health Patient Portal is a convenient, secure website that makes it easy to communicate with your physicians, pay bills and make appointments.

You can create your account online using the self-enroll process. Or you can sign up with the office staff during any visit to a Penn State Health medical center or one of our Medical Group locations. Find out more at pennstatehealth.org/patient-portal.

Your Feedback

You may receive a patient satisfaction survey after you are discharged. Every completed patient survey helps us make sure we're providing excellent care and service. Your responses are taken very seriously. Please take a moment to fill out the survey and help us understand areas that need improvement and recognize the employees who provide excellent care and service.

Billing and Insurance

Coping with medical bills is especially difficult at a time when you are dealing with a medical problem or a serious illness. Our customer service team is available to answer questions about your insurance coverage or medical bills while you are here or after you have gone home.

As a courtesy to our patients, claims will be submitted to all medical insurance plans. You will be billed for any remaining balances after the insurance company has processed the claim.

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. St. Joseph Medical Center accepts cash, checks, Visa, MasterCard and Discover. For more information about your bill, please contact us at **610-378-2350** or **1-800-254-2619**.

Financial Assistance

If you do not have insurance coverage or need help with balances remaining after insurance processing, our financial counselors can look at whether you qualify for a special program, payment plan or charity. Penn State Health offers financial assistance for medically necessary and emergency services to eligible patients who are uninsured and underinsured. This help is based on income, family size and assets.

Please contact us:

By mail

Penn State Health Patient Financial Services
P.O. Box 854, Mail Code A410
Hershey, PA 17033-0854

By telephone

Financial counselors and customer service representatives can be reached at **610-378-2828** or **800-254-2619**.

In person

Financial counselors are available to meet with you in person, by appointment, in a private office setting. The Financial Counseling office is open weekdays from 8 a.m. to 4:30 p.m.

If you or your personal representative is not available to visit the office, a financial counselor can come to your hospital room or the area where you are being seen to discuss insurance coverage or questions you may have about your medical bills. Spanish-speaking representatives are also available by phone or in person.

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 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 our website at pennstatehealth.org and search for “Financial Assistance.”

The Financial Assistance Policy and applications are translated in 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.

For Visitors

Dining

Visitors can enjoy a meal or snack from our cafeteria:

- Location: Garden Level, near the chapel
- Hours: 6:45 a.m.–3:30 p.m., daily
- Food options: Oven-fired pizza, daily specials, grab-and-go items and more

Visitors can also order trays from patients’ rooms for a fee.

Finding Your Way

Patients and visitors can ask for directions from Information Desk staff, volunteers and any employee with a badge. The hospital also has directional signage throughout the building.

Strong Scents

To ensure a comfortable environment for all our patients and staff, we kindly ask that you do not wear strong scents, such as oils, lotions and perfumes, during your loved one’s stay. We appreciate your cooperation and contribution to a healing atmosphere for everyone.

Visiting Hours

Visiting hours are from 8 a.m. to 8 p.m. every day on most units. Please talk with your health care provider or visit pennstatehealth.org to confirm visiting hours.

We believe families are an important part of your recovery. However, if your family or friends have any symptoms of illness, including fever, body aches, sore throat and cough, we ask that they do not visit until at least 24 hours after their fever is gone.

Quiet time

Although we cannot prevent all noise, we try to provide a healing environment from **8 p.m. to 8 a.m.** for our patients. Please respect our daily **Quiet Hours from 8 p.m. to 8 a.m.**

During this time, the lights will be dimmed, and staff will try to reduce excess noise.

Waiting Areas

Our waiting areas have furniture and amenities to make each stay comfortable for families and visitors. Please check in if a volunteer is staffing the waiting area.



Patient Rights and Responsibilities

As a patient of this hospital, or as a family member or guardian of a patient at this hospital, we want you 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 you and your family to share certain responsibilities with us.

Your Rights

As a patient, you or your legally responsible party have the right to receive care without discrimination due to age, sex, race, ethnicity, religion, culture, language, physical or intellectual and developmental disability(ies), socioeconomic status, sex, sexual orientation, gender identity or expression 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. You have the right to review and revise your advance care directives.

- Receive written information from hospital staff about advance directives if you are 18 years of age or older. Hospital staff cannot assist you in filling out the forms and cannot provide legal advice.
- Be asked when you are admitted to the hospital whether you have advance directives.
- Be cared for by hospital staff who are informed of your advance directives.
- Ask about and discuss the ethics of your care, including the extent to which the hospital will honor your advance directives. Resolve 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.
- Expect emergency procedures to be implemented without unnecessary delay.
- Receive care in a safe setting free from any form of abuse, harassment, neglect, exploitation or corporal punishment.
- 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 who 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 involuntary 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 Advocacy Department:

610-378-2675

Hours: Monday–Friday, 8 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:

Commonwealth of Pennsylvania HUB
Attn: Division of Acute and Ambulatory Care
2525 N. 7th St., Suite 210
Harrisburg, PA 17110-2511

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

jointcommission.org
File a concern online under **Report a Safety Event**.
Patient Safety Event phone: 800-994-6610
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.

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.
- Ask all hospital staff to identify themselves.
- Remind caregivers to wash their hands before taking care of you.
- Make sure your doctor knows the site/side of the body that will be operated on before a procedure.
- Be informed about which medications you are taking and why you are taking them.
- Remind staff to check your identification before medications are given, blood/ blood products are administered, blood samples are taken or before any procedure.

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 in various languages and are available on the website or in person.
- Patient Financial Services: 1-800-254-2619 or 610-378-2828

Locations:

Hampden Medical Center

2200 Good Hope Road, Enola, PA 17025

Holy Spirit Medical Center

503 N. 21st St., Camp Hill, PA 17011

Lancaster Medical Center

2160 State Road, Lancaster, PA 17601

Milton S. Hershey Medical Center

500 University Drive, Hershey, PA 17033

Pennsylvania Psychiatric Institute

2501 N. 3rd St., Harrisburg, PA 17110

St. Joseph Medical Center

2500 Bernville Road, Patient Access Suite
Reading, PA 19605

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.

Privacy and Nondiscrimination Notices

We are committed to protecting your privacy. We expect that our staff will only use your medical information for treatment, billing and other hospital operations. We ask that you share medical information with your family and friends as you believe to be appropriate. However, we are permitted, as necessary, to speak with individuals involved in your care.

Patient Privacy

Confidential admission

You may request that we “Do Not List” you as a patient in our directory. If you make this request, callers and visitors will be told that you are not a patient. Mail, gifts and flowers will be returned to the sender.

Request for privacy

If you are in a room that is not private, visitors may be asked to step out of the room if you or another patient requests privacy to discuss medical issues with a caregiver.

Email

We recommend you use our Patient Portal and not a public email system to communicate with your physician or send sensitive information. Public email systems are not secure, and we cannot guarantee the confidentiality of any messages sent over the Internet.

Please check with your caregiver before trying to communicate by email. Do not use the Patient Portal or email to tell your physician about sudden changes in your health. Instead, call your physician’s office. In emergency situations, call 911.

Privacy notice

Our Health Insurance Portability and Accountability Act (HIPAA) Notice of Privacy Practices is posted in public registration locations throughout the Medical Center and is on the Privacy page of our website: pennstatehealth.org/privacy-legal-notices. You may also ask for a copy from your physician or by calling the Privacy Office at 717-531-2081.

Think before recording

We all take pictures and videos to remember important moments. Some may happen right here. To respect the privacy and safety of everyone in our facilities, don’t take photos or record videos:

- Without the consent of everyone involved, including staff
- Of anyone who has declined consent or can’t consent
- In public areas where others may be accidentally included

These guidelines:

- Protect the legal rights of Penn State Health employees, visitors and patients
- Prevent legal action from being taken
- Contribute to a safe and comfortable environment for everyone
- Ensure you won’t be asked to leave our property



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 age, race, ethnicity, religion, culture, language, physical or intellectual and developmental disability(ies), socioeconomic status, sex, sexual orientation, and gender identity or expression. This includes prohibiting discrimination of individuals through restricting, limiting or otherwise denying visitation privileges.

Direct all inquiries or complaints as follows:

Civil rights complaints involving nursing home residents

Division of Nursing Care Facilities

2525 N. 7th St., Suite 210

Harrisburg, PA 17110-2511

Phone: 717-787-1816 | Fax: 717-772-2163

Complaint hotline: 1-800-254-5164

Online complaint:

apps.health.pa.gov/dohforms/FacilityComplaint.aspx

Civil rights complaints involving patients in hospitals, ambulatory surgical centers and abortion facilities

U.S. Department of Health and Human Services

Office of Civil Rights

200 Independence Ave.

SW Room 509F, HHH Building

Washington, D.C. 20201

Online complaint:

ocrportal.hhs.gov/ocr/cp/complaint_frontpage.jsf

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

Pennsylvania Department of Health

Division of Home Health

2525 N. 7th St., Suite 210

Harrisburg, PA 17110-2511

Phone: 717-783-1379 | Fax: 717-772-0232

Complaint hotline: 1-800-254-5164

Online complaint:

apps.health.pa.gov/dohforms/FacilityComplaint.aspx

Maps

Penn State Health St. Joseph Medical Center





