

**Everything you
need to know
about your stay.**



AHN ALLEGHENY GENERAL

Your health, safety, and comfort are our top priorities.

This guide will help you find your way around the hospital, provide information about our amenities, and keep you safe during your stay. If you have any questions or you'd like to know more, ask a member of your care team.



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About the hospital

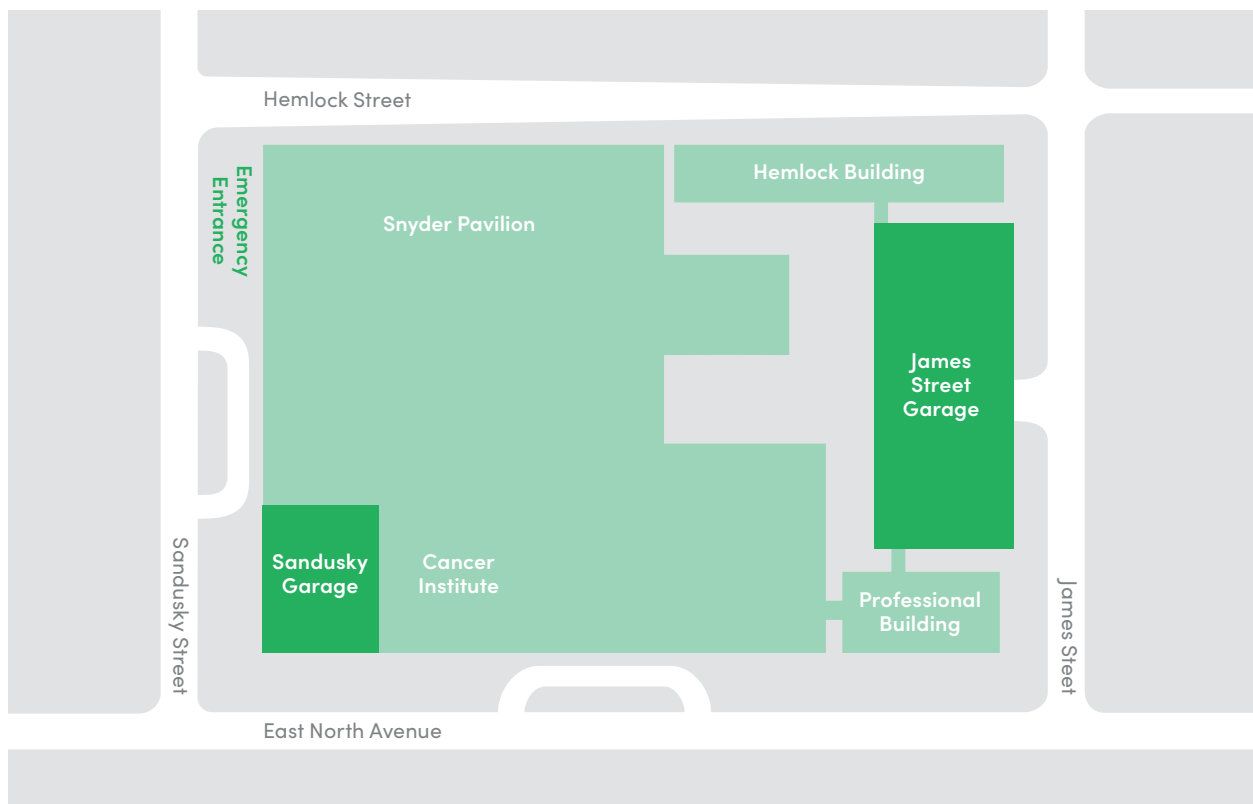
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Coming to the hospital

Our address is 320 East North Avenue,
Pittsburgh, PA 15212. We're conveniently located
in Pittsburgh's North Side neighborhood, just
over the bridge from the heart of the city.





Hospital amenities

Food and beverages



You can grab a pick-me-up at Bean Thru on the first floor of Snyder Pavilion or order meals in the cafeteria. Patients can order meals by calling x3632 on the room phone, and visitors can call 412-359-3632 from 7 a.m. – 4 p.m.

ATMs



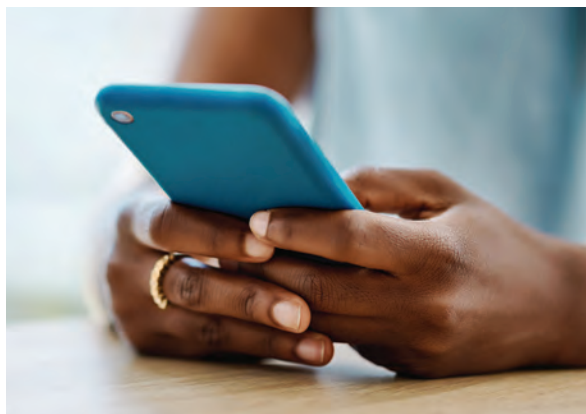
There are ATMs on the second floor of Snyder Pavilion near the entrance to Cafe Allegheny and on the first floor across from the James Street Parking Garage elevators. We also have a change machine on the second floor of Snyder Pavilion by the vending machines.

Spiritual services



There is a chapel and meditation room available for our patients and visitors on the first floor of the Snyder Pavilion. Call 412-359-4269 for additional pastoral care.

Wi-Fi



Wireless internet is available to our patients and visitors. To connect, turn your device to Guest Wi-Fi, then read and accept the disclaimer by entering your email.

TV Channel Guide

7 KDKA CBS 2
8 WINP Ion 16
9 WPCB Cornerstone 40
10 WPGH Fox 53
11 KDKA+ 19
12 WPNT CW 22
13 WPXI NBC 11
14 WTAE ABC 4
15 WQED PBS 13
16 Weather Channel
17 CNBC
18 CNN
19 MSNBC
20 Fox News
21 Bloomberg
22 Fox Business
23 CNN Headline News
24 ESPN
25 ESPN2
26 FS1
27 Golf Channel
28 ACC Network
29 A&E
30 Discovery
31 Disney
32 Food Network
33 Freeform
34 FX
35 FXX
36 HGTV

37 Lifetime
38 MTV
39 BET
40 VH1
41 Nick
42 TBS
43 TLC
44 TNT
45 Travel Channel
46 USA
47 AMC
48 Animal Planet
49 BBC America
50 Comedy Central
51 E!
52 Game Show Network
53 Hallmark
54 Hallmark Mystery
55 History
56 ID
57 Lifetime Movie Network
58 Nat Geo
59 Outdoor Channel
60 Syfy
61 TruTV
62 TV One
63 Universal Kids
64 Bravo
65 Big 10 PA
66 Guide

Important contacts

**Billing Services:**

833-684-0239

Hospital Information:

412-359-3131

Patient Experience:

412-359-3233

**Care Management
& Social Services:**

412-359-3611

Parking Services:

412-359-6455

Security, Lost & Found:

412-359-3193

Gift Shop:

412-359-3168

Pastoral Care:

412-359-4269

Volunteer Resources:

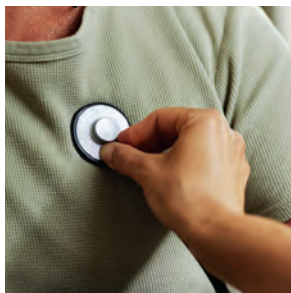
412-359-3067



MyChart®

MyChart is a secure, online way to connect to your care team anytime, anywhere. Download the mobile app on your smartphone or tablet, or learn more at AHN.org/MyChart.





Receiving care

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Identifying your care team

Your care team is made up of different hospital employees, all committed to your care. You can tell who each care team member is by looking at their badge or the color of their scrubs.



Physicians and Advanced Providers

Directly responsible for your care



Nurses and Licensed Nurse Practitioners

Monitor your vital signs and give you medications



Patient Care Support Services

Prepare you for exams and help with basic care



Hospitality and Environmental Services

Keep the hospital clean, prepare your meals, and wash your bed linens



Therapy and Rehab Services

Help you regain mobility and strength or improve daily living skills



Pharmacy Technicians

Help pharmacists dispense medication and educate you about your medications



Transportation Services

Make sure you get around the hospital safely



Laboratory and Diagnostic Services

Run tests, operate imaging equipment, and perform ultrasound exams



Clerical Personnel

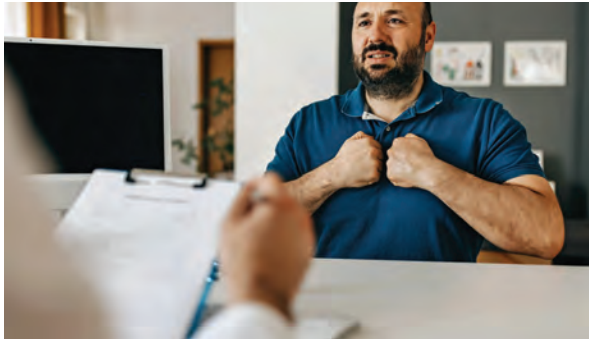
Process admissions and discharges, assist with billing, and maintain medical records



Managing your pain

Managing your pain is a key part of your recovery. If you or your family notice a sudden change in your condition, contact your care team by pressing the bedside “nurse call” button.





If you're in pain:

It's important to tell your care team about the pain you're feeling. Tell your care team when the pain started, where it hurts, and how strong your pain is. Also tell them what makes your pain better or worse and how much pain your medication takes away.

Use the scale below to help you identify how strong your pain is.



How to receive proper treatment:

Get pain medications from one doctor, and don't share your prescribed medications with anyone else. Take your medications as directed and follow your treatment plan. Tell your care team if you have a history of drug or alcohol dependency, and discuss alternative options with your care team.

0 No pain	4 Moderate pain	8 Severe pain
1 Minimal pain	5 Distracting pain	9 Excruciating pain
2 Mild pain	6 Distressing pain	10 Worst possible pain
3 Uncomfortable pain	7 Unmanageable pain	

Your medications

Throughout your hospital stay, we'll make sure you get the medications you need — whether you brought them from home or just have a list of what you take.



Meds to Beds

When it's time to leave the hospital, the Meds to Beds program brings the pharmacy to you. Before being discharged, you'll get all the medication you need to continue healing delivered right to your bedside. You can meet with a pharmacist if you have any questions about your prescriptions.

With Meds to Beds, you don't need to worry about stopping by the pharmacy or dealing with medications that may be out of stock at your local pharmacy.

If you have any questions, dial 5944 from a hospital phone between 8 a.m. and 4:30 p.m., Monday through Friday.

Antibiotics

We only prescribe antibiotics when they will help you. Antibiotics don't work against viruses, like the common cold or flu, and you'll still feel sick if you take them when you don't need them. If you don't need antibiotics, we'll help you find other ways to get relief from your symptoms.

If you have questions or concerns about taking your medications, talk with your care team.





Health and safety

Your safety is our top priority. Please review the following safety tips and procedures.

Room cleaning

The Environmental Services team will routinely disinfect your room and bathroom. As part of the standard procedures, they will clean the surfaces in your room, including bed rails and the over-the-bed table. If you find your room in need of cleaning, please tell your care team or press the nurse call button.

Hand hygiene

Handwashing is the best way to prevent the spread of germs that cause infections. If you aren't able or permitted to get out of bed, ask your nurse for soap and water, or antibacterial hand sanitizer. Also, keep your visitors safe by asking them to wash their hands whenever they enter or leave your room. You may ask any member of your care team to wash their hands at any time.

Smoke- & tobacco-free environment

Our tobacco-free policy applies at all AHN hospitals and facilities. There are areas on or near AHN facilities and work sites where smoking is permitted. If you need nicotine replacement therapies during your stay, please talk to your doctor or nurse.

Don't risk a fall

Everyone is at risk of falling, regardless of age or ability. You're in a new environment and may be on medications or recovering, which can impact your balance. To help prevent a fall, follow these recommendations:

- If your care team asked you to wait for help before you get out of bed, use the call button to request assistance.
- If you feel dizzy or weak, use the call button to get help before you get up.
- Sit on the edge of the bed for a minute or two before you stand up.
- Have a clear path to your chair or the bathroom before you get up.
- Wear non-skid slippers or socks and use any aids you have, including a walker, cane, or eyeglasses.

When it's time to go home, you'll be given a discharge summary that lists instructions for taking care of yourself. If you have questions, ask your care team.

Your health care wishes

Advance directives and living will

Help your caregivers follow your wishes when you can't make medical decisions for yourself. No matter your age or health status, now is the time to talk with your family members, close friends, and doctors about your preferences for medical care and complete an advance directive.

This document has instructions for the health care you want (living will) and names someone to make medical decisions when you aren't able to do it yourself (health care power of attorney).



**Scan the QR code to learn more.
Or contact your case manager to
complete an advance directive.**



Condition HELP

You and your loved ones know you better than we do. We want your voice to be heard when you feel patient care needs are not being addressed. The Condition HELP program enables patients and visitors to call for immediate help if they feel the patient is not receiving adequate care.

To get in touch with Condition HELP, dial 1111 from a hospital phone.

Speak-Up™

**We're collaborating with
The Joint Commission to
encourage you to help us
prevent medical errors in
the delivery of care. Talk
to your care team to learn
more about this effort.**







Legal information

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Code of conduct

We're committed to providing a safe and healing environment for all of our patients, visitors, and employees. As part of that commitment, we won't tolerate any misconduct. We empower our employees to take actions, including filing complaints or calling law enforcement.

Types of misconduct

- The use of profanity, racist, or culturally offensive remarks, sexual language, or inappropriate behavior directed at others.
- Attempting to intimidate, harass, assault, or threaten violence to others.
- The use of raised and hostile tone of voice, or the use of menacing gestures.
- Interfering with patient care and patient care equipment.
- Using alcohol, illegal drugs, or tobacco on the premises.
- Engaging in unlawful or inappropriate behavior, including, but not limited to, purchasing or selling illegal drugs, having sexual relations on the premises, theft, or destroying property.
- Bringing guns and other weapons into our buildings and facilities.



Resolving patient misconduct

If a patient violates the code of conduct and refuses to correct that behavior when requested, the following procedures may be used:

- Department leader will inform the patient that they are engaging in behavior that is interfering with their care or that of others, discuss behavior expectations, review the "Patient's Rights and Responsibilities," and notify the attending physician.
- If the misconduct persists or escalates, contact Security/Highmark Health police and/or initiate the "Security Alert, Crisis Response Team." Consider using AHN behavioral care contract to reinforce behavioral expectations.
- If the patient disruption rises to the level where law enforcement action is warranted, refer to the AHN policy entitled "Private Police/Special Officers for Highmark Health."
- If the physician/hospital determines that termination of relationship is necessary, follow policy for "Termination of Physician-Patient or Hospital-Patient Relationship."

Resolving visitor misconduct

If a visitor violates the code of conduct and refuses to correct that behavior when requested, the following procedures may be used:

- The staff member or designee will notify Security/Highmark Health police for assistance or will initiate "Security Alert, Crisis Response Team" if indicated.
- Security/Highmark Health police, along with department leader or designee, will inform the visitor that they have violated the visitor code of conduct and will discuss behavior expectations. The code of conduct documentation form should be utilized.
- Refusal to sign or abide by the code of conduct will result in visitation privileges being revoked.
- The signed copy of the code of conduct form will be provided to Security/Highmark Health police officers who are present for enforcement of any violations.
- If the visitor continues to violate the code of conduct, the visitor will be escorted from the AHN facility by Security/Highmark Health police and advised that returning to the facility may result in criminal charges of "Defiant Trespass" being filed, unless the visitor is seeking emergency care.

Your rights

As a patient, you have the right to receive care without discrimination due to age, sex, race, color, religion, sexual orientation, education, income, socioeconomic status, ethnicity, national origin, genetics, marital status, culture, language, physical or mental disability, gender expression or identity, or who will pay your bill.

You will receive services that are medically suggested and within the hospital's services, its stated mission, and required law and regulation.





You have the right to:

Communication

- Have a family member or person of your choosing notified when you're admitted.
- Receive information in a way that you understand. This includes interpretation and translation, free of charge, in the language you prefer. This also includes providing you with needed help if you have vision, speech, hearing, or cognitive impairments.
- Designate a support person to act on your behalf, if needed.

Visitation

- Decide if you want visitors or not during your stay. 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 someone who may determine who can visit you if you become incapacitated.

Privacy and confidentiality

- Limit who knows about your stay here.
- Be interviewed, examined, and discuss your care in private places.
- 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 during your care.
- Review and request copies of your medical records unless restricted for medical or legal reasons.

Informed decisions

- 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, or diagnosis.
- Decide to take part or not take part in research, clinical trials, 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.

Care planning and delivery

- Receive a medical screening exam to determine treatment.
- Participate in the care that you receive.
- 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 when we are not able to meet your need for care. We cannot transfer you to another hospital unless that hospital has agreed to take you.

Care delivery

- Expect emergency procedures to be implemented without unnecessary delay.
- Receive kind, respectful, safe, quality care delivered by skilled staff, in a setting free from abuse, harassment, and neglect.
- Know the names and roles of doctors, nurses, and other staff that are caring for you.
- Request a consultation by another health care provider.
- Receive proper pain assessment and 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.

Billing and insurance

After we review your insurance, you may owe a copay, deductible, and/or coinsurance at preregistration or at the time of your admission. We will bill your insurance company for the cost of your room, facilities, procedures, supplies, equipment, and the support staff involved in your care. After your insurance company pays, you may be billed for any remaining amount. You have the right to:

- Request, receive, and review an 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.

Medical records documentation

Any actions taken under this policy, including behavioral contracts, should be reported to leadership and documented in the patient's medical record. Staff will complete an RL6 occurrence report. Incident reports will be filed by Security and the Highmark Health police officer involved.

AHN photography policy

We have strict protocols that govern how, when, and where photography and videography is permitted in AHN owned and operated facilities. Authorization and written consent are required from those being photographed. Patients and visitors may take photographs and videos in the privacy of their room, as long as other patients, members of our workforce, and private health information are not captured in the photographs or videos.





Complaints, concerns, and questions

Tell your care team about concerns or complaints regarding your care. You can seek review of quality of care concerns, coverage decisions, and concerns about your discharge without affecting your future care.

Ask questions about any of your rights that you do not understand. If you have questions about these rights, please discuss them with your doctor, nurse, or this hospital's Patient Experience Department at 724-224-5100. You will receive a timely response in a manner that you can understand.

Additional resources:

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
and Welfare Building
625 Forster Street
Harrisburg, PA 17120

You may also contact The Joint Commission by calling 800-994-6610, emailing complaint@jointcommission.org, or writing:

Office of Quality and Patient Safety

The Joint Commission

One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181

Pennsylvania Department of Health Patient's Bill of Rights

a. The hospital governing body shall establish a Patient's Bill of Rights not less in substance and coverage than the minimal Patient's Bill of Rights provided by subsection (b).

b. The following are minimal provisions for the Patient's Bill of Rights:

1. A patient has the right to respectful care given by competent personnel.
2. A patient has the right, upon request, to be given the name of the attending physician, the names of all other physicians directly participating in the patient's care, and the names and functions of other health care persons having direct contact with the patient.
3. A patient has the right to every consideration of privacy concerning the appropriate medical care program. Case discussion, consultation, examination, and treatment are considered confidential and should be conducted discreetly.
4. A patient has the right to have all records pertaining to the patient's medical care treated as confidential except as otherwise provided by law or third-party contractual arrangements.
5. A patient has the right to know what hospital rules and regulations concerning the patient's conduct apply.
6. The patient has the right to expect emergency procedures to be implemented without unnecessary delay.
7. The patient has the right to good quality care and high professional standards that are continually maintained and reviewed.
8. The patient has the right to full information in layman's terms, concerning diagnosis, treatment, and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable to give such information to the patient, the information shall be given on the patient's behalf to the patient's next of kin or other appropriate person.
9. Except for emergencies, the physician must obtain the necessary informed consent prior to the start of any procedure or treatment, or both. Informed consent is defined in section 103 of the Health Care Services Malpractice Act (40 P. S. § 1301.103).
10. A patient or, in the event the patient is unable to give informed consent, a legally responsible party, has the right to be advised when a physician is considering the patient as a part of a medical care research program or donor program, and the patient, or legally responsible party, must give informed consent prior to actual participation in such a program. A patient, or legally responsible party, may, at any time, refuse to continue in any such program to which informed consent had previously been given.

11. A patient has the right to refuse any drugs, treatment, or procedure offered by the hospital, to the extent permitted by law, and a physician shall inform the patient of the medical consequences of the patient's refusal of any drugs, treatment, or procedure.
12. A patient has the right to assistance in obtaining consultation with another physician at the patient's request and own expense.
13. A patient has the right to medical and nursing services without discrimination based upon race, color, religion, sex, sexual preference, national origin or source of payment.
14. The patient who does not speak English should have access, where possible, to an interpreter.
15. The hospital shall provide the patient, or patient designee, upon request, access to all information contained in personal medical records, unless access is specifically restricted by the attending physician for medical reasons.
16. The patient has the right to expect good management techniques to be implemented within the hospital considering effective use of the time of the patient and to avoid the personal discomfort of the patient.
17. When medically permissible, a patient may be transferred to another facility only after the patient, the patient's next of kin, or other legally responsible representative has received complete information and an explanation concerning the needs for and alternatives to such a transfer. The institution to which the patient is to be transferred must first have accepted the patient for transfer.
18. The patient has the right to examine and receive a detailed explanation of the patient's bill.
19. The patient has a right to full information and counseling on the availability of known financial resources for the patient's health care.
20. A patient has the right to expect that the health care facility will provide a mechanism whereby the patient is informed upon discharge of any continuing health care requirements following discharge and the means for meeting them.
21. A patient cannot be denied the right of access to an individual or agency who is authorized to act on the patient's behalf to assert or protect the rights set out in this section.
22. A patient has the right to be informed of any rights at the earliest possible moment in the course of hospitalization.

Authority

The provisions of this § 103.22 issued under section 2102(g) of The Administrative Code of 1929 (71 P. S. § 532(g)); and section 803 of the Health Care Facilities Act (35 P. S. § 448.803).

Source

The provisions of this § 103.22 amended through December 3, 1982, effective December 4, 1982, 12 Pa.B. 4129. Immediately preceding text appears at serial page (55616).

Cross References

This section cited in 28 Pa. Code § 103.3 (relating to governing body bylaws); and 28 Pa. Code § 115.29 (relating to patient access). 3/30/22, 1:56 PM 28 Pa. Code § 103.22. Implementation. 3/3

Notes of Decisions – Access

Although patients must be given access to, or copies of, their medical records, such records are the property of the hospital, and a subpoena for the production of such records was properly served on the hospital. In the June 1979 Allegheny County Investigating Grand Jury, 415 A.2d 73 (Pa. 1980).

Your role

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.



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 clean 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.

Cooperation

As a patient, you are expected to follow the care plans suggested by your care team. You should work with your care team to develop a plan that you will be able to follow while in the hospital and after you leave the hospital.

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, such as allergies or hearing loss.
- 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.

Photography or recording

We allow patients and visitors to take photographs or recordings on our property subject to the following requirements:

- Photographs or recordings may not be taken when a patient is undergoing a surgical procedure, undergoing treatment, or receiving medical care.
- No photograph or recording may be taken of a patient or health care provider without first obtaining their permission.
- Photography or recording of the company's confidential or proprietary equipment is prohibited without prior approval by management.
- If a patient/visitor desires to photograph or record a physical location on company property, security personnel shall be contacted and accompany the patient/visitor while the photograph(s) are being taken. If a patient/visitor is seen taking photographs or recordings without security personnel present, this shall be reported to both the Security and Legal/Risk Management departments immediately.
- Videotape or audiotape recording is not permitted during the labor and/or delivery of infants. Photographs of newborn infants are permissible immediately after delivery if all parties agree including both the physicians and nurses present at the time. Additionally, the videotape recording of any procedure that involves the infant, such as bathing or injections, is discouraged. Parents and/or family members may videotape the infant and family in the privacy of their room.
- A staff member will verbally remind a patient or visitor if they witness an isolated violation of the provisions of this policy.

Language accessibility and nondiscrimination

Allegheny Health Network (AHN) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex in its health programs and services. In order to treat individuals in a nondiscriminatory manner, AHN provides free communication and language assistance services.

Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 412-359-3131.

Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 412-359-3131。

French

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 412-359-3131.

German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 412-359-3131.

Gujarati

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિશ્ચિત ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 412-359-3131.

Italian

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 412-359-3131.

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 번으로 전화해 주십시오. 412-359-3131.

Mon-Khmer

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សំណើជំនួយជូនក្រុមភាសា ជាមិនគិតថ្លៃនូវ ឥរិយាបថមានសហប្រតិបត្តិការ។ ចូរ ទូរស័ព្ទ 412-359-3131.

Pennsylvania Dutch

Wann du Deitsch schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: call 412-359-3131.

Polish

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 412-359-3131.

Portuguese

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 412-359-3131.

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 412-359-3131.

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 412-359-3131.

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 412-359-3131.



