Everything you need to know about your stay.

AHN FORBES

Welcome to AHN Forbes. Your health, safety, and comfort are our top priorities during your hospital stay. This guide will help you find your way around the hospital, provide information on hospital amenities, and keep you safe and comfortable throughout your stay.

If you have any questions that this guide doesn't answer, or you'd like to know more about our services and policies, ask a member of your care team.

contents

About the hospital 2

Coming to AHN Forbes 4

Location finder 6

Important phone numbers 7

Hospital amenities 8

Receiving care 10

How to identify your care team 12

Pain management 14

Health and safety 16

Your health care wishes 20

Legal information 22

Code of conduct 24

Rights and responsibilities 26

Language accessibility and nondiscrimination 33

about the hospital

Coming to AHN Forbes

Our address is 2570 Haymaker Road,
Monroeville, PA 15146.

Bus transportation

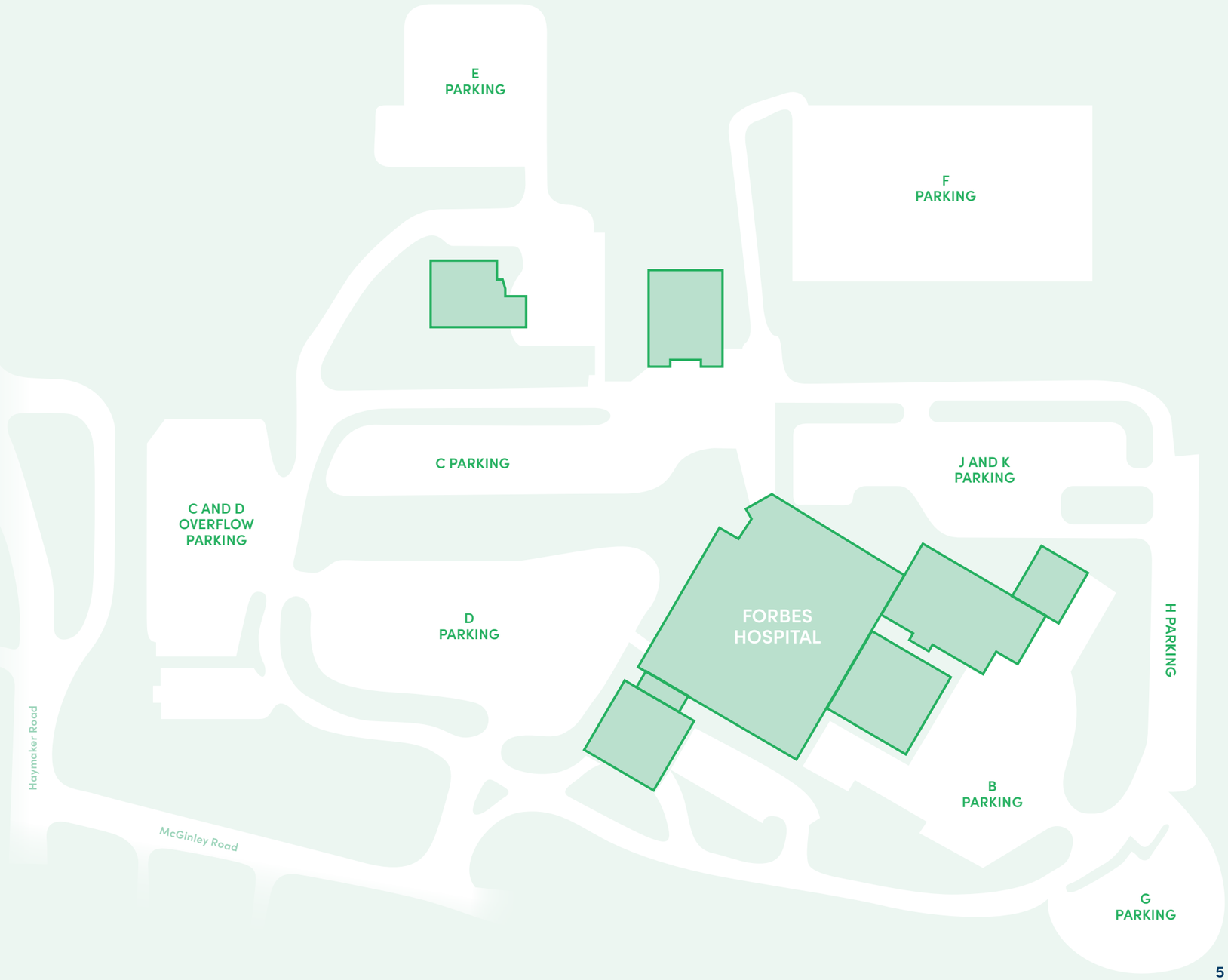
Forbes Hospital is serviced by Port Authority of Allegheny County, Bus Route 67 Monroeville.

Parking on campus

Convenient free parking is available near the hospital's Patient Entrance (Lot D) and Visitor Entrance (Lot C). Handicap parking spots are available near hospital entrances.

Valet parking is available at the entrance to Professional Office Building #2. The hours of operation are Monday – Friday, 8 a.m. – 4 p.m. (no weekends or holidays).

If you need to leave your car during your hospital stay, please notify Security at **412-858-2402**.



Location finder by floor

Cashier Office	1
Patient Experience	1
Patient Registration	1
Pharmacy (Outpatient)	1
Radiology	1
Emergency Department	1
Lab Draw Station	1
Medical Records	1
Vending Machines	1
Visitor Entrance	2
Gift Shop	2
Information	2
Administration	2
ATM	2
Cafeteria	2
Chapel/Meditation Room	2
CTICU	2

Learning Centers	2
Surgical Services	2
Cardiology	3
3 North/Telemetry	3
2 South/Progressive Care (PCU)	3
4 North/Oncology	4
4 South/Women and Infants Care Center	4
Lactation Room	4
5 North/Orthopaedics, Joint and Spine Center, Acute Stroke Unit, Trauma Unit	5
5 South/Med Surg, Observation, Clinical Decision Unit	5
6 North/Med Surg	6
Intensive Care Unit	6
Behavioral Health	7
Inpatient Rehab	7

Important phone numbers

To call a patient room, dial the main hospital phone number and provide the operator with the room number to be connected. Dial 9 followed by the 10-digit number to call an outside line from a hospital phone. When using a Forbes Hospital phone, enter the last four digits only:

Admissions	412-858-2084
Case Management/ Social Services	412-858-2327
Central Scheduling	412-858-2380
Dietary Services	412-858-2506
Environmental Services (Housekeeping)	412-858-2390
Gift Shop	412-858-2587
Financial Counselor	412-858-2325 or 412-858-3083

Food and Nutrition Services	412-858-2506
Main Hospital (Operator)	412-858-2000
Medical Records	412-858-2530
Patient Experience	412-858-2700
Security	412-858-2402
Registration	412-858-2084
Volunteer Services	412-858-2578

Hospital amenities

The following features are available to make your stay more comfortable.

ATM
An ATM is located in the Visitor's Lobby on the second floor.

Bedside tablet
Communicate with your care team, see information about your hospital stay, and order your meals through MyChart on the bedside tablet.

Flower delivery
Flowers and packages can be delivered to patient rooms by the florist. Patients in intensive or critical care units cannot receive flowers or live plants.

Food and beverages
You can choose from a variety of meals and order through the MyChart app on your bedside tablet or smartphone. If you have dietary restrictions or don't want to order your meals through MyChart, call extension **2506** on your phone in your room. You can also get food at the cafeteria located on the second floor or the vending machines on the first floor.

Gift shop
The gift shop is located in the Visitor's Lobby on the second floor.

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

Pastoral support
You may request pastoral support through your nurse or care manager. Representatives from your congregation are also welcome to visit, as per AHN Visitor Policy guidelines.

Postal services
If mail arrives for you after your hospital stay, it will be forwarded to your home address.

Meditation room/chapel
The meditation room/chapel is located on the second floor near the visitor's entrance lobby.

Visitors
We have open visitation for families and support people. Children age 13 or younger must be accompanied by an adult at all times. We have a two visitor limit at a time.

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

MyChart is a registered trademark of EPIC Systems Corporation.

During your hospital stay

Identification
When you were admitted to the hospital, you received an identification wristband. Please wear this, and any other color-coded wristbands, during your hospital stay. These bands keep you safe and alert staff to any special conditions you have, such as allergies.

What to keep with you
The closets and storage areas in your hospital room cannot be locked, so please leave all valuables at home. If you have cash, jewelry, credit cards, driver's license or a checkbook, send them home with your family. If you cannot, please call security to take them to the cashier's office in the first floor lobby, to be stored in the hospital safe. Because we can't be responsible for loss or damage to personal property, please store personal items, such as dentures, eyeglasses, contact lenses, or hearing aids, in protective containers in a safe place.

Cell phones
Please follow any posted instructions that limit use of cell phones in the hospital. Taking photos and videos is not allowed while at AHN facilities.

Lost items
We try to return lost items to their owners, but AHN and our hospitals are not responsible for your or your visitors' personal belongings. To file a lost items report, please talk to your nurse.

TV
Please keep the TV volume low so as not to disturb other patients. If you are having problems with your TV, ask the nurse on duty to contact the repair service for you.

02	The CW	35	Spike
03	KDKA — CBS	36	MTV
05	WTAE — ABC	37	USA
06	WPGH Fox 53	38	TV Land
07	WGN	39	CNBC
08	QVC	40	TLC
09	CBN (WPCB-40)	41	AMC
10	The Point	42	Comedy Central
12	WPXI — NBC	44	E!
14	PBS	45	TBS
16	ION	46	History
17	Discovery Channel	47	Disney Channel
		48	VH1
19	The Weather Channel	49	BET
		50	Travel Channel
22	TNT	53	Food Network
23	HSN	54	HGTV
24	Nickelodeon	55	Fox News
25	Lifetime	57	Animal Planet
26	Freeform	58	FX
27	ESPN	60	SYFY
28	ESPN 2	61	Bravo
29	NBC Sports	73	PCN
30	Golf Channel	74	Hallmark
31	CNN	75	EWTN
32	AT&T SportsNet	76	MSNBC
33	CNN Headline News	95	C-SPAN
		FH TV Channels*	
34	A&E		

*Channels are subject to change according to cable company.

receiving care

How to identify your care team

Your care team is made up of many different hospital employees, all committed to your care. Knowing who is on your care team and what they do can make it easier to ask questions, voice concerns, or request additional services. You can tell who each member of your care team is by looking at their hospital badge, or the specific color of their scrubs.

- Physicians and Advanced Providers
- Nursing (RN/LPN)
- Patient Care Support Services
- Hospitality and Environmental Services
- Therapy, Pharmacy Techs, and Rehab Support
- Transport Services
- Laboratory and Diagnostic Services
- Clerical Personnel

Pain management

Managing your pain is an important part of your recovery. If you're in pain, tell your nurse or doctor so they can take steps to help you feel better.

Tell them:

- Where it hurts.
- How strong your pain is (use the chart to help).
- When your pain started.
- What makes your pain better or worse.
- How your pain feels.
- How much pain your medication takes away.

How to receive the most appropriate pain treatment

- Tell your doctor if you have a history of drug or alcohol dependency.
- Follow your treatment plan and take medications as directed.
- Get pain medications from only one doctor or pharmacy.
- Don't share your prescribed pain medications with anyone else.

What to do about your everyday medications

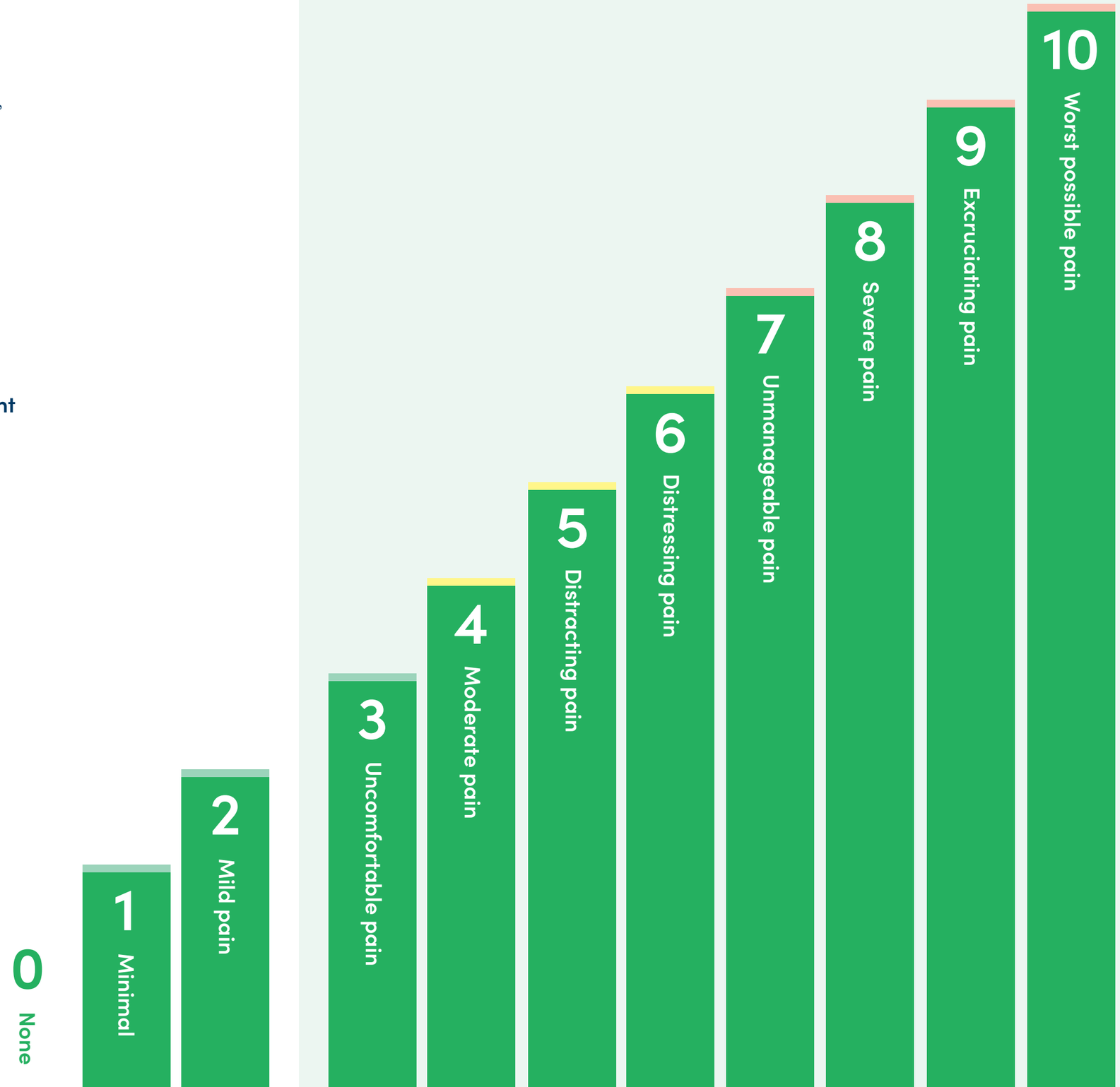
If you normally take medications at home, have a support person bring them to the hospital to show a nurse. We'll put this information in your chart and tell your doctor. If your doctor says you don't need these medications while you're here, we'll ask you to discontinue use until further notice.

Explore alternatives to pain medications

Discuss alternative options with your nurse and physician.

Need immediate care?

If you or a family member notices a sudden change in your condition, contact a nurse by pressing the bedside "nurse call" button.



Health and safety

Speak Up™

Speak Up is a collaborative effort between Allegheny Health Network and The Joint Commission — a nonprofit organization that accredits and certifies health care organizations — to encourage you to help us prevent medical errors in the delivery of your care.

Speak up if you have any questions. If you don't understand, ask again.

Pay attention to the care you are receiving. Always make sure you are getting the right treatments and medicines. Don't assume anything.

Educate yourself so you fully understand your diagnosis and treatment.

Ask a trusted family member or friend to be your advocate.

Know what medicines you take and why you take them. Medication errors are among the most common health care mistakes.

Use an accredited health care facility that has completed a rigorous survey to ensure safety and quality.

Participate in all decisions about your treatment plan. You are the center of your health care team.

For more information, visit **jointcommission.org/speakup**.

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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 and guests 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.

Room cleaning

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

Smoke-free and tobacco-free environment

Our tobacco-free policy applies at all AHN hospitals and facilities. There are no 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. Follow these recommendations to help prevent a fall:

- If you feel dizzy or weak, use the call button to get help before you get up.
- If your care team asked you to wait for assistance before you get out of bed, use the call button to request help.
- Prevent falls by getting up slowly.
- 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 with non-skid soles.
- Use any aids you have, including a walker, cane, or eyeglasses.

Your health care wishes

Advance directives and living will

When you're admitted to the hospital, we'll ask if you have an advance directive or living will. This document contains your health care instructions for your family, friends, doctors, and lawyers in case you become seriously ill and can't communicate or make these decisions for yourself. If you have questions or want to complete an advance directive, ask your nurse to contact a social worker.

The Medical Ethics Committee can also help you or your family with ethical questions that involve the ability of a patient to make decisions about informed consent, advance directives, do-not-resuscitate orders, or withholding or withdrawing medical treatment. Talking to a member of the ethics committee may be helpful when the patient's wishes are unknown or unclear.

Ask your nurse how to contact a member of the ethics committee. There is no charge for this consultation.

Condition HELP

Call x121 from any hospital phone.

You know yourself or your loved one better than we do. We want to help you be an important part of our care team by allowing your voice to be heard when you feel patient care needs are not being addressed.

The Condition HELP program enables patients, loved ones, and visitors to call for immediate help if they feel the patient is not receiving adequate medical care. This program is an example of the commitment that AHN has made to keep our patients free from harm and safety concerns.

Your privacy

We respect your right to privacy and ensure your confidentiality by following federal and state laws concerning protected health information. For detailed information on how we may use and share your health information, and how you can exercise your health privacy rights, visit **ahn.org/notice-of-privacy-practices**.

Billing and insurance

After we review your insurance, you may owe a copay, deductible, coinsurance, or any combination of these. You may need to pay these at preregistration or at the time of your admission. We accept cash, personal checks, or credit cards.

We will bill your insurance company for the cost of your room, facilities, procedures, supplies, equipment, and the support staff involved in your care. There will be a separate bill for certain hospital-based doctors or specialty services. After your insurance company pays, you may be billed for any remaining amount.

Financial counselors can help you understand your bill. Just call them if you need an explanation at **855-493-2500**.

Getting discharged

Your care team will partner with you and your family to coordinate your discharge from the hospital. When you leave, you'll be given a discharge summary that lists your medications and after-hospital plan of care, including when you should schedule a follow-up outpatient appointment with your doctors.

If you have any questions about your discharge plans, or need a visiting nurse, home health care, or special equipment, ask your care team. Ask your nurse for the specific phone number to call if you have questions about your care after you leave the hospital.

legal info

Code of conduct

AHN is committed to providing a safe and healing environment for patients, visitors, and employees. As part of that commitment, we won't tolerate any misconduct from patients or visitors as outlined below.

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. Under approved circumstances and with few exceptions for photography and videography on AHN premises, authorization and written consent are required from those being photographed, including patients, visitors, and employees of the organization.

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, which includes computer screens, medical records, and patient wristbands, are not captured in the photographs or videos. Patients and visitors may not photograph, video record, or live stream procedures being performed

Aggressive/threatening behavior

Our goal is to make sure all patients are safe, comfortable, and can heal peacefully. AHN has zero tolerance for aggressive or threatening behavior toward our patients, their visitors and guests, and our employees. Anyone who uses aggressive or threatening behavior will be removed from the facility and may be asked not to return.

Aggressive behavior includes, but is not limited to, physical assault or threats, verbal harassment, and abusive or sexually explicit language or behavior. We also empower our employees to take appropriate actions, including filing complaints or calling law enforcement in these situations.

Types of misconduct

- The use of profanity, racist or culturally offensive remarks, sexual language, or behavior directed at others.
- Attempting to intimidate or harass others.
- Physical assault or threat of physical violence.
- The use of raised and hostile tone of voice, or the use of menacing gestures.
- Interfering with patient care and patient care equipment.
- Possession of firearms or any weapons.
- 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.

Weapons restrictions

Guns and other weapons are prohibited in all of our buildings and facilities. Please leave these items at home during your stay or visit

Patient misconduct

- When a patient violates the "Patient and Visitor Code of Conduct," the following options may be used to resolve the situation:
  Department leader or designee 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."

Visitor misconduct

If a visitor violates the "Patient and Visitor 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.

Rights and responsibilities

Our friends in the legal department want you to know your rights and responsibilities. If you have questions, ask an AHN staff member. Our hospital ensures all patients' rights are respected as established by the Pennsylvania Department of Health as written below.

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 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 re the June 1979 Allegheny County Investigating Grand Jury, 415 A.2d 73 (Pa. 1980).

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, ethnicity, socioeconomic status, genetic information, marital status, culture, language, physical or mental disability, 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.
- 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 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 AHN Forbes, please contact the Patient Experience Department at **412-858-2700**.

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, a hospital accreditation organization, at:

The Joint Commission office of Quality Monitoring
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
800-994-6610 or
complaint@jointcommission.org

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 this hospital's Patient Experience 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.
- 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 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.

Photography or recording

We allow patients and visitors to take photographs or recordings on our (the Company) 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 Creole
ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou.
Rele 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 નઃશુલ્ક 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, សូវ៉ាជំនួយផ្ទុនកែ្ចភ្ជាសា ដាយមិនគិតលុយនួល គឺអាចមានសំរាប់ប៉ារ៉ាអ្នក។ 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.

AHN FORBES

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