

What you need to know for your hospital stay.



Core Behaviors

Customer First.

We place the customer at the center of everything we do.

Transformational Leadership.

We are driven to create the future of health care.

Trust Working Together.

We collaborate to achieve shared success.

Purposeful Execution.

We value outcomes, not activity.

Welcome to Jefferson Hospital

This booklet provides information you and your visitors can use to make sure you have the safest, most comfortable stay possible.

First, here’s a handy guide to tell who’s who by the color of their scrubs:

	Physicians and Advanced Practice Providers Bright Blue		Hospitality and Environmental Services Green		Nursing (RN/LPN) Dark Navy Blue		Therapy, Licensed Professional Services, Pharmacy Techs, and Rehab Support Light Gray
	Patient Care Support Services Light Blue		Laboratory and Diagnostic Services Burgundy		Transport Services Red		Clerical Light Brown

Feel free to ask a staff member if you have questions or concerns.

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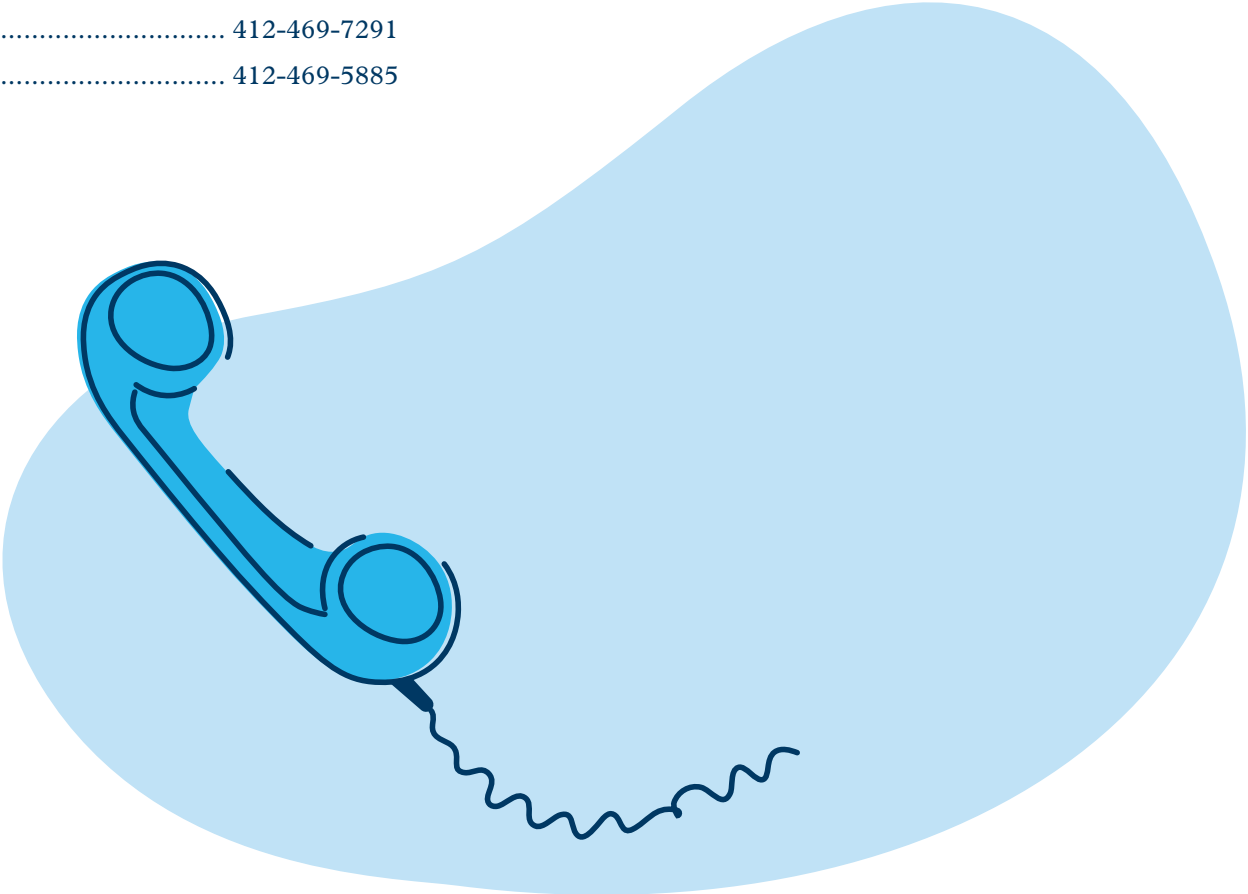
To share your concerns with Jefferson Hospital, please contact the Office of Patient Experience at 412-469-5178.

Important phone numbers

The main number is 412-469-5000.

When using a hospital phone, enter the last four digits only.

Admissions	412-469-5065
Case Management.....	412-469-7556
Cashier	412-469-5749
Dietitians	412-469-5807
Financial Advocacy	855-493-2500
Gift Shop	412-469-5791
Information Desk.....	412-469-5014
J Café	412-469-5796
Main Hospital Number	412-469-5000
Parking Services (Internal calls only).....	x4757
Pastoral Care/Chaplain.....	412-469-5855
Patient Library, Books, and Magazines	412-469-5786
Patient Representative	412-469-5178
Privacy Officer/Questions and Complaints.....	412-469-5980
Security/Lost and Found	412-469-5072
Social Work Services	412-469-7556
TV/Telephone Repair	412-469-7291
Volunteer Resources	412-469-5885



Coming to the hospital

Parking

- Use a hospital parking lot and bring your ticket inside.
- You can pay at the Information Desk inside.

Visiting hours

- Open visiting hours.
- Children, age 13 or younger, must be accompanied by an adult.
- Limit 2 visitors at a time.

Please note:

- Some units may have more limited hours — times are posted on the unit doors.
- Nursing staff may restrict visitors if necessary for the health/care of the patient.

Food and drink

Meal service

Meal delivery times depend on your location.

- For guest meals, call 5796. There is an additional charge for this service.
- Celebrate your baby’s arrival with a complimentary gourmet meal for you and a guest one night during your stay. Call 412-496-5796 between 7 a.m. and 6:30 p.m. to place an order.

Cafeteria – J Café

Second floor, open 6:30 a.m. to 6:30 p.m. daily

Vending machines

Located on each floor

Other services

ATM

First floor main lobby

Gift Shop

First floor

- Monday to Friday: 8:30 a.m. to 8 p.m.
- Weekends: 10 a.m. to 3 p.m.
- Closed on holidays

Chapel/Meditation Room

First floor beside the main lobby

Maps

Maps are located at the hospital entrances

Basics of your hospital stay

Identification

You received a wristband when you were admitted to the hospital. Along with any other color-coded wristbands you might have, it helps our staff know who you are and any special conditions or allergies that might affect your treatment. Keep all of these bands on your wrist while you’re with us.

Your belongings

The closets and storage areas in your room can’t be locked, so leave any valuable items at home. If you come to the hospital with any valuable items (cash, jewelry, credit cards, etc.), send them home with a family member or friend. If you can’t do that, your nurse can store them in the hospital’s safe.

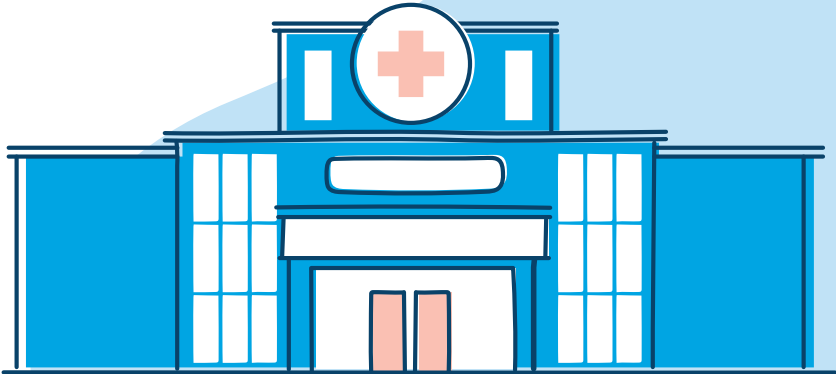
Also, be sure to store personal items like eyeglasses, contact lenses, dentures, or hearing aids in protective containers or a safe place. The hospital isn’t responsible for lost or damaged personal property.

Mobile phones

Follow any posted instructions that limit mobile phone use in the hospital. Taking photos or videos is not allowed in any AHN facility.

Lost items

If you lose an item, we’ll try our best to return it to you. But AHN and our hospitals are not responsible for your or any visitor’s personal belongings. If you’ve lost an item, let your nurse know.



Your hospital room

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.

JH TV Channels

7-1	EWTN	31-1	SyFy	55-1	Nick
8-1	KDKA – CBS	32-1	Hallmark Channel	56-1	Disney Channel
9-1	WPGH FOX	33-1	A&E	57-1	ABC Family
10-1	WTAE – ABC	34-1	Bravo	58-1	Palladia
11-1	WPCB	35-1	E!	59-1	MTV
12-1	WINP ION TV	36-1	Esquire Network	60-1	VH1
13-1	The CW	37-1	Lifetime	61-1	Uplifting Entertainment
14-1	WPXI – NBC	38-1	WE	62-1	AMC
15-1	WPMY	39-1	TLC	63-1	Turner Classic Movies
16-1	WQED	40-1	HGTV	64-1	Hallmark Movies
17-1	Weather Channel	41-1	Food Network	65-1	FX
18-1	HLN	42-1	Travel Channel	66-1	Game Show Network
19-1	CNN	43-1	TRU TV	102-1	Patient Education
20-1	MSNBC	44-1	Root Sports	102-2	Jefferson Chapel Mass
21-1	CNBC	45-1	NBC Sports	102-3	Jefferson Patient Wellness
22-1	Fox News	46-1	Golf Channel	102-4	Jefferson Newborn, English
23-1	Fox Business	47-1	ESPN	102 5	Jefferson Newborn, Spanish
24-1	Universal	48-1	ESPN2	102-6	Jefferson Serenity Relaxation
25-1	USA Network	49-1	Fox Sports 1		
26-1	FX	50-1	BET		
27-1	TNT	51-1	Animal Planet		
28-1	TBS	52-1	Discovery		
29-1	Spike	53-1	History		
30-1	Comedy Central	54-1	Cartoon Network		

Internet

- For wireless access to the internet:
- Turn your device to Wi-Fi.
 - A message will appear; scroll down to the bottom to see the disclaimer.
 - You will need to accept the disclaimer by entering your personal email address in the space provided.
 - If you have a problem connecting, please ask the staff for help.

Meal service

Your room service menu is on your tray table. Select what you’d like and dial 3663 or FOOD. Your meal will be delivered within 45 minutes.

If you have questions about your prescribed diet or any supplements, please contact our dietitian at 412-469-5807.

Guest meals

You or your visitors can choose up to two guest meals from the daily menu to be delivered to your room. We ask that meals for guests be paid for in advance.

Note: Guest meals can’t be delivered to critical care units, but we can deliver them to the nearest convenient location.

Housekeeping

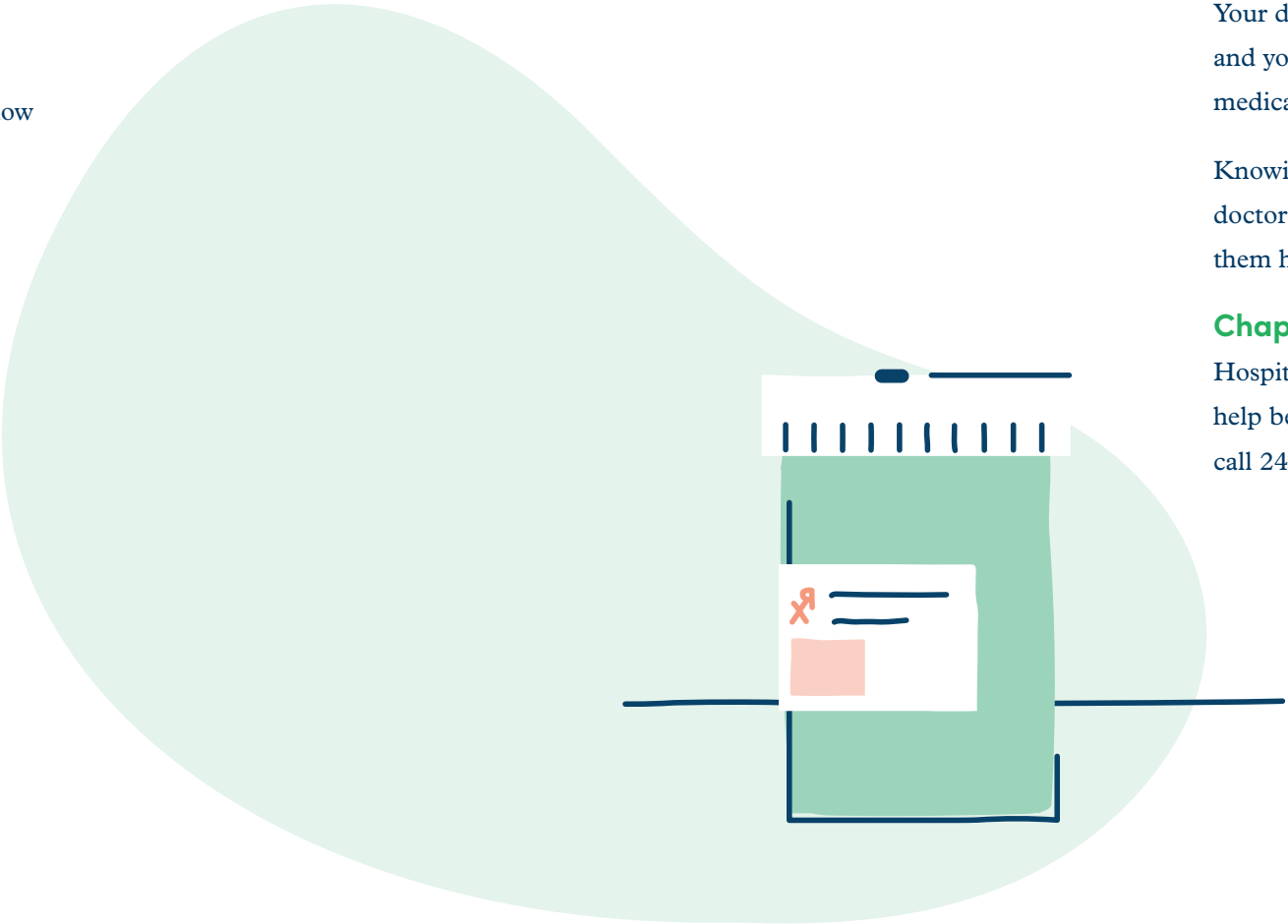
Your room and bathroom are cleaned on a regular basis. But if you’d like a clean-up, fresh sheets, extra blankets, or help operating your bed, lights, or TV, tell your nurse.

Mail and deliveries

Any flowers or packages for you go to the Information Desk first, then they’re delivered to your room. Mail is delivered on weekdays. If mail arrives for you after you leave, we’ll forward it to your home.

Helping you sleep

Getting a good night’s rest is important for your recovery. Let your nurse know if you’re having trouble falling asleep. They’ll find an option to help.



Pain management, medication, and spiritual care

Pain management

Reducing or controlling pain is important for your recovery. If you have pain, tell your nurse or doctor:

- Where it hurts.
- How strong the pain is.
- When the pain started.
- If anything makes the pain worse or better.
- How much of the pain your medicine takes away.

To get the most appropriate treatment:

- Tell your doctor if you have a history of drug or alcohol dependency.
- Follow your treatment plan exactly, and only take medications as directed.
- Only get pain medication from your doctor or pharmacy.
- Don’t share your prescribed medications with other people.

Medications

Your doctor may prescribe certain medications while you’re in the hospital and your nurse will give them to you as prescribed. If you normally take other medications, have a family member or friend bring them and show your nurse.

Knowing what other medications you take helps us ensure your safety. If your doctor says you don’t need them during your hospital stay, have someone take them home for you.

Chapel and spiritual care

Hospital chaplains are available to listen, administer sacramental services, and help begin the healing process for those who are grieving. Chaplains are on call 24/7. To reach a chaplain in an emergency, dial 0.

Staying healthy and safe in the hospital

Infections

It’s extremely important to prevent infections during your stay. Handwashing is the best way to prevent spreading germs. If you aren’t able or allowed to get out of bed, ask your nurse for soap and water or antibacterial hand sanitizer.

Also, make sure any visitors to your room — whether they’re family, friends, or hospital staff — wash or sanitize their hands when they come in.

Fall prevention

A bad fall can delay your recovery or even require additional treatment. Take a few simple precautions to help avoid falling.

- Call your nurse before getting out of bed.
- Wear non-skid slippers or socks with non-skid soles.
- Use aids like a walker, a cane, or eyeglasses.

Condition HELP

Call 4444 from any hospital phone.

The Condition HELP program aims to make the hospital the safest place possible for patient care by allowing patients, family members, and visitors the opportunity to summon immediate assistance for patient safety concerns. This program is an example of the commitment that Allegheny Health Network has made to keep our patients free from harm.

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.

Hospital rules

Smoke- and tobacco-free environment

All AHN hospitals and facilities are tobacco-free. That means no tobacco use anywhere — not in the building, outside the building, or even in the parking lots. If you need nicotine replacement therapies during your stay, speak to your doctor or nurse.

Weapon restrictions

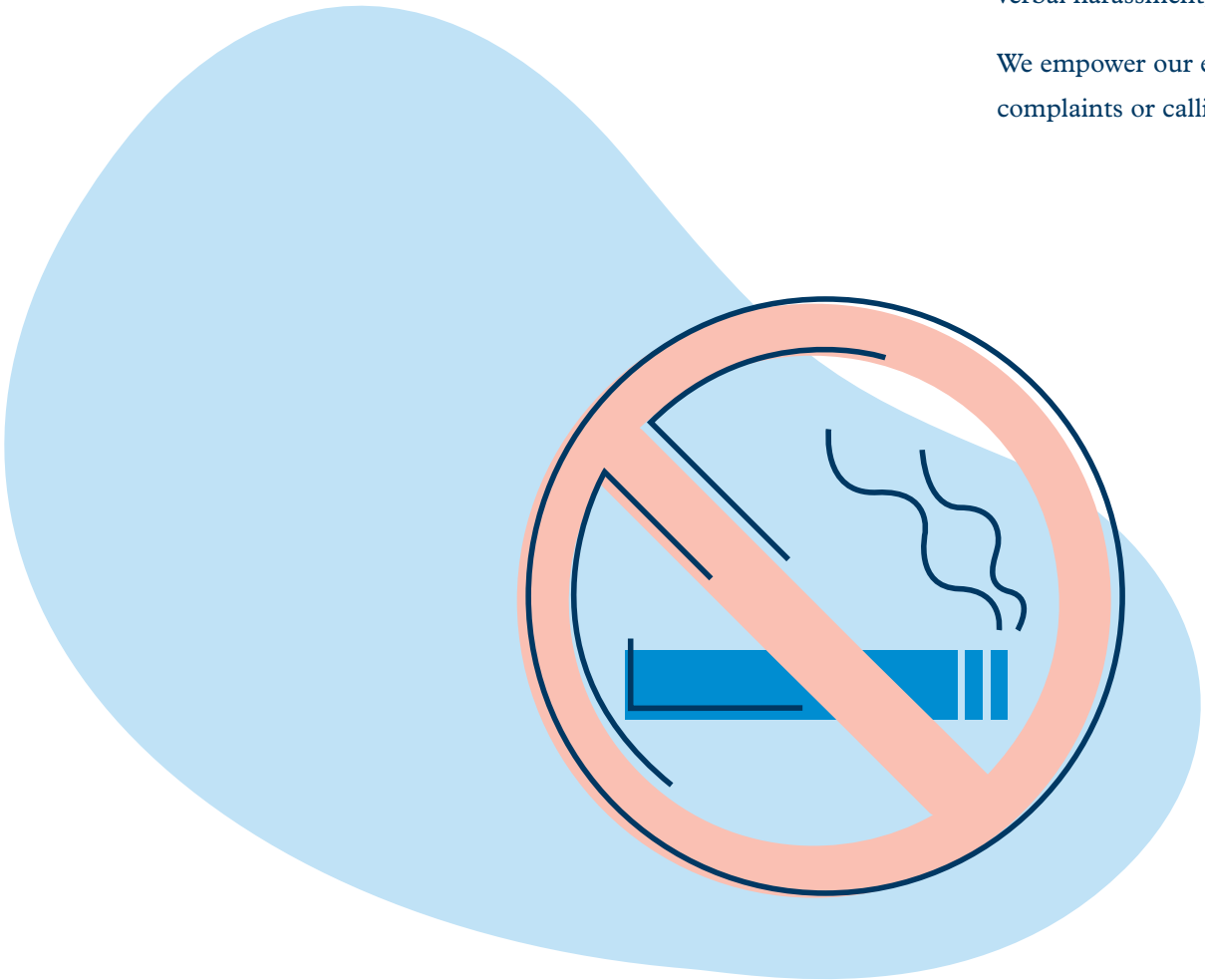
Guns or other weapons are not permitted in our hospitals or facilities. Visitors will not be allowed to bring weapons into the building.

Aggressive or threatening behavior

AHN has zero tolerance for aggressive or threatening behavior toward our patients, their visitors, or our employees. Individuals who use aggressive 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 empower our employees to take appropriate action, including filing complaints or calling law enforcement in such situations.



Code of conduct

AHN understands that being hospitalized and receiving care can be stressful. However, we will not tolerate inappropriate, disrespectful, or unsafe behavior (collectively “misconduct”) from patients or visitors.

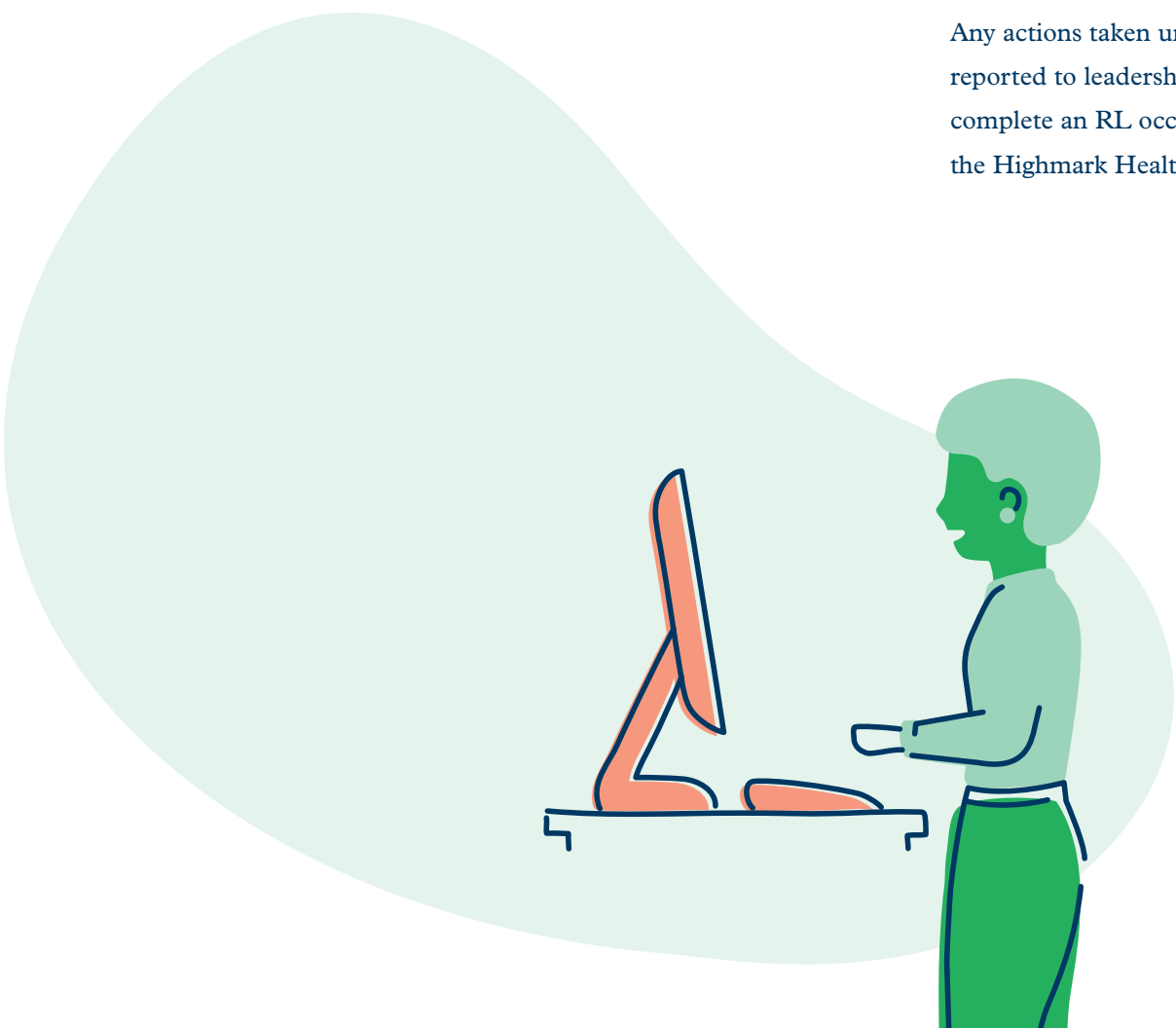
Types of misconduct

- 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 the 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.
- Using any device to take photos or videos without permission, including any member of AHN staff/employee, facilities, equipment, or PHI.

Patient misconduct

When a patient violates the Patient and Visitor Code of Conduct, the following options may be initiated 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 call 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 procedure should be initiated:

- The staff member or designee will notify security/Highmark Health Police for assistance or will initiate Security Alert, Crisis Response Team if indicated.
- The security/Highmark Health Police Officer, 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 visitor code of conduct form will be provided to the security/Highmark Health Police Officer who is 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 the security/Highmark Health Police Officer and advised that returning to the facility may result in criminal charges of “Defiant Trespass” being filed unless the visitor is seeking emergency 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 RL occurrence report. Incident reports will be filed by Security and the Highmark Health Police Officer involved.

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.

We strive to provide the highest quality and safest care during your stay. As our patient, you have these rights and responsibilities — regardless of race, creed, color, national origin, ancestry, religion, gender, gender identity or expression, sexual orientation, marital status, age, newborn status, handicap, or source of payment.

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 Jefferson Hospital, please contact the Patient Experience Department at 412-469-5178. 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
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

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 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 by patients and visitors

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 aids and language assistance services.

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 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。

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.

Russian

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

Korean

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

Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 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 નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 412-359-3131.

Polish

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

Mon-Khmer

ប្រយ័ត្ន៖ ប៊ីសិនជាអ្នកកនិយាយ ភាសាខ្មែរ, ស្នំផាជំនួយផ្លូវកែភាសា ដាយមិនគិតឈ្នួល គឺអាចមានសរាប់អ្នក។ ចូរ ទូរស័ព្ទ 412-359-3131.

Portuguese

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

Nepali

ध्यान दिनुहोस्: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने, तपाईंका लागि भाषा सहायता सेवाहरू निःशुल्क उपलब्ध हुन्छन्। 412-359-3131 मा फोन गर्नुहोस्।

Notes

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