

Everything you
need to know
about your stay.



AHN WEST PENN

Welcome to AHN West Penn. 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

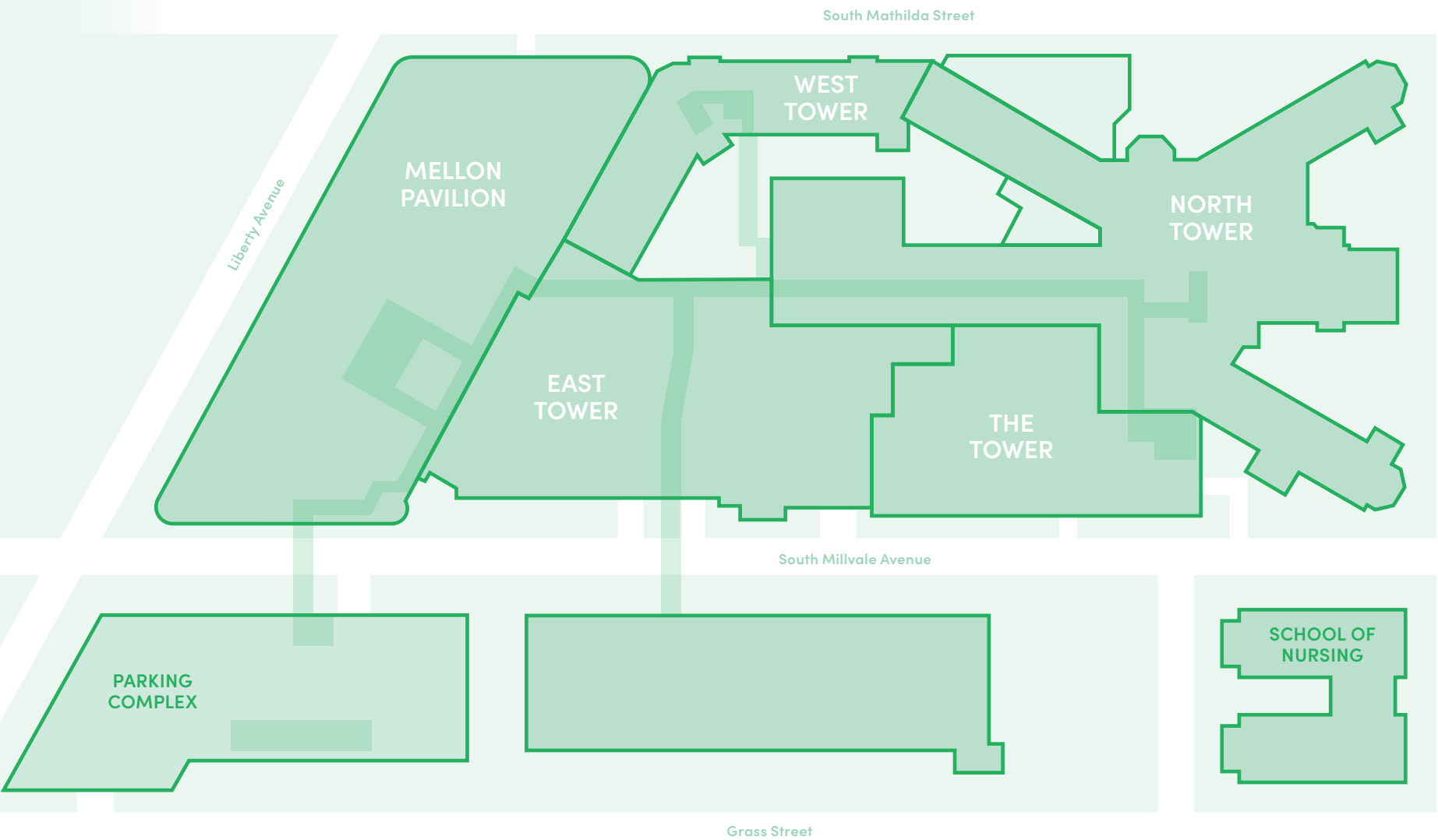
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about the
hospital

Coming to AHN West Penn

Our address is 4800 Friendship Avenue, Pittsburgh, PA 15224.



Parking
Parking is available 24/7 at the South Millvale Avenue garage, with daily and hourly rates. Pay at the cashier office or automated pay station.

Location finder by floor

ATM	NT1, MP2	Medical Intensive Care Unit (ICU)	ET7
Administration	NT2	Lactation Center	MP1
Admissions	NT1	Lupus Center	MP2
Alexis Joy D’Achille Center	NT1	Medical Records	MPG
Ambulatory Surgery Center/Pre-Op Testing	MP4	Medical Short Stay Center	T8
Anesthesia	WT4	MRI	NTB
Asthma Allergy Clinical Immunology	MP2	Neonatal Instensive Care Unit (NICU)	ET5
Autoimmunity Institute	MP4	Neuroscience Institute	MP4
Bariatric and Metabolic Institute	MP2	Nuclear Medicine	ET3
Breast Diagnostic Imaging Center	MP1	Outpatient Lab Services	MP2
Breast Surgery Center	MP1	Parking Complex	2
Burn Center (Inpatient)	T4	Pathology	MP1
Burn Center (Outpatient Services)	NT2	Pharmacy (Outpatient)	NT1
Cafeteria	ET1	PT/OT/Speech Therapy	NT3
Cancer Institute (Administration)	NT2	Pulmonary Rehab	NT3
Cancer Institute — Extended Hours Clinic	MP3	Pulmonology	MP2
Cashier/Credit Office	NT1	Radiation Oncology	NTB
Chapel/Pastoral Care	WT1	Rehabilitation Unit (Inpatient)	T3
Surgical Intensive Care Unit (ICU)	T4	Security	NT1
Cardiovascular Institute	ET2	Volunteer Services	WT1
Care Partner Clinic	MP1	Women’s Behavioral Health	NT1
Celiac Disease Center	MP2	Women and Infants (Labor and Delivery)	ET5
CT Scan	MP3	Women and Infants (Postpartum Unit)	ET6
Dementia Center	MP4	Women and Infants (Antepartum)	ET6
Department of Medicine	NT2	X-Ray (Radiology)	ET3
Department of Surgery	NT4		
Emergency Department	T1	MP Mellon Pavilion	
Esophageal and Lung Institute	MP4	T Tower	
Foot and Ankle Institute	NT1	ET East Tower	
		NT North Tower	
		NTB North Tower Basement	

Important phone numbers

Admissions	412-578-7444	Financial Counselor	412-578-5031, 5463, or 5032
Case Management/ Social Services	412-578-4696	Gift Shop	412-578-5507
Cashier	412-578-5094	Main Hospital Number	412-578-5000
Condition HELP	412-578-1111	Parking Services	412-578-1803
Credit Office	1-844-801-8400	Pastoral Care/Chaplain	412-578-7229
Dial-A-Menu	412-578-5780	Patient Information	412-578-5000
Dietary Services	412-578-5500	Patient and Guest Services	412-578-5648
Dietary Services Nutrition Hotline	412-578-5222	Security/Lost and Found	412-578-1800
Environmental Services	412-578-1168	Volunteer Resources	412-578-5341

Hospital amenities

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

ATM

ATMs are located on the first floor of the North Tower and on the second floor of the Mellon Pavilion. The ATMs are behind the main elevators and between the employee elevators if entering from the Skywalk.

Bedside tablet

Communicate with your care team, see information about your hospital stay, and order your meals through MyChart on the bedside tablet (available in some rooms).

Food and beverages

You can order meals through the MyChart app on your bedside tablet or smartphone. If you have dietary restrictions or prefer not to order your meals through MyChart, you may call **412-578-5222** or **412-578-5500** to order.

Another option is to work with the dietary hostess in person. A dietary hostess will visit twice daily to assist you with ordering your meals.

Food and vending machines are available in the cafeteria on the first floor of the North Tower, the second floor of the North Tower, and in the Emergency Department.

Gift shop

The AHN West Penn gift shop is located outside of the cafeteria on the first floor of the North Tower.

An array of gifts, candy, beverages, balloons, and flowers are available for guests and patients.

For orders or questions, please call **412-578-5507**.

The operating hours are Monday – Friday, 8:30 a.m. – 4 p.m. The gift shop is closed weekends and holidays.

Guest accommodations

Visitors and guests can rest and relax on a sleeper couch or reclining chair in each patient room.

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**.

Postal services

Ask your nursing team for information about sending and receiving mail.

Spiritual services

You and your guests are welcome to visit the hospital’s all-faith chapel, located in Suite 1511 on the first floor of the North Tower. Please tell us on admission how we may meet you and your family’s spiritual needs, and tell your nurse if you wish to speak with a chaplain at any time. You may also call **412-578-7229** for pastoral care.

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.

Visitors

- Patients are allowed two visitors at a time, between the hours of 9 a.m. and 9 p.m.
- All adults visiting patients under the age of 18 will undergo a background check in compliance with Megan’s Law.
- Visitors under the age of 18 must be accompanied by an adult.
- Exceptions to these visitation guidelines require hospital leader approval, either at the unit level (charge RN or unit manager) or the manager of hospital operations (MHO) on duty.

TV Channel Guide

02	CSPAN	37	The Learning Channel
03	Leased Access	38	Freeform
04	WINP (ION)	39	ACCN
05	WPCB (Cornerstone)	40	Disney
07	WPGH Fox	41	A&E
08	WTAE – ABC	42	Lifetime
09	WQED – PBS	43	MSNBC
10	WPMY22	44	VH1
11	PITTCTW	45	E!
12	WPXI – NBC	46	History
13	City Channel Pittsburgh	47	AMC
14	KDKA – CBS	48	PCN
15	WPCW-19 (CW Pittsburgh)	49	Food Network
16	The Weather Channel	50	Animal Planet
19	WGN	51	HGTV
23	TBS	52	TNT
24	MTV	53	Hallmark Movies & Mysteries
25	USA Network	54	Comedy Central
26	Nickelodeon	55	FX
27	ESPN	56	BET
28	ESPN 2	57	TV Land
29	FOX Sports Network (Pittsburgh)	58	Travel
31	Golf Channel	59	SyFy
32	CNN	60	Lifetime Movie Network
33	CNN Headline News	61	Discovery
34	FOX News Channel	62	TruTV
36	CNBC	74	Hallmark
		75	ETWN
		99	HSN



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

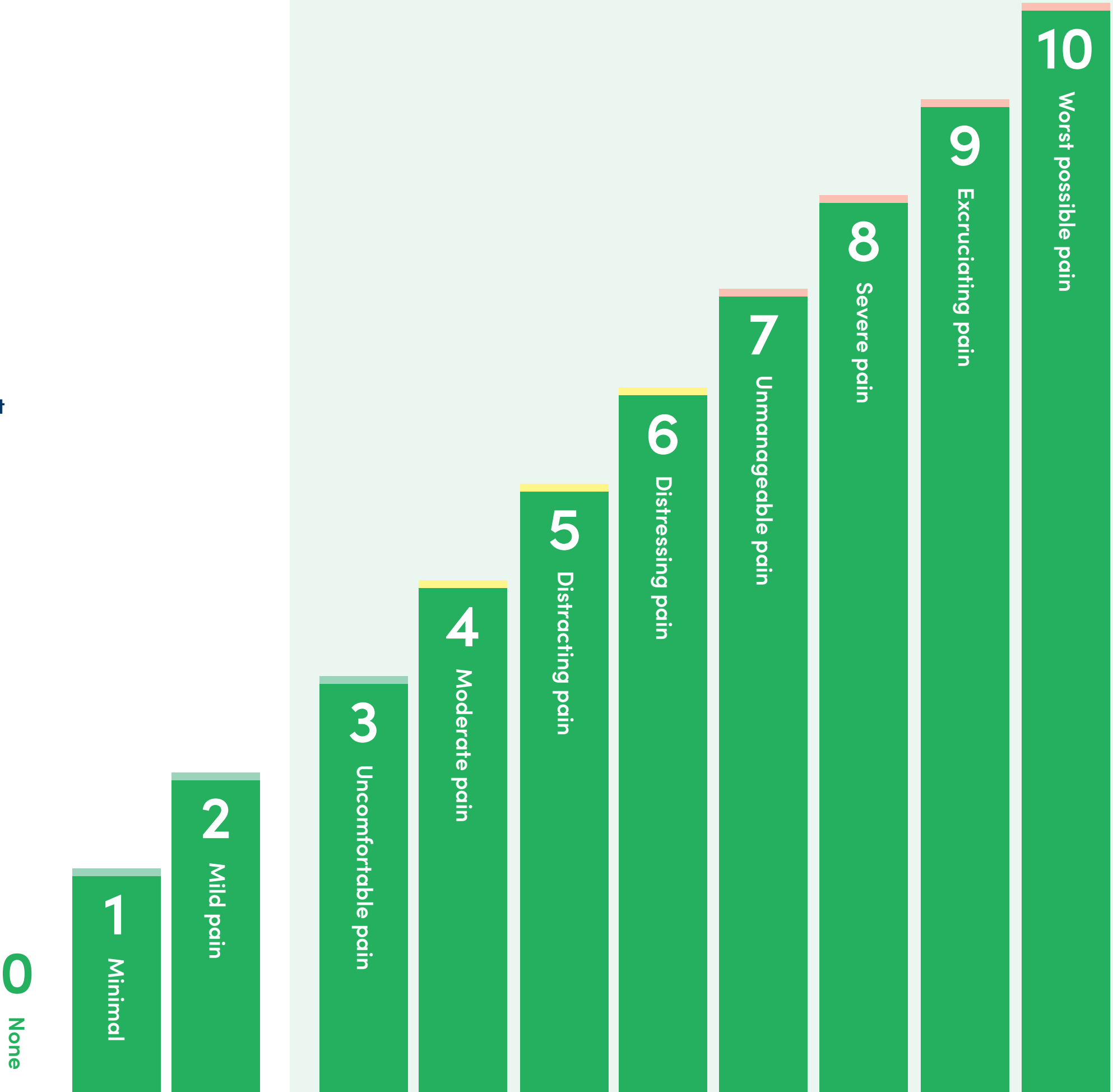
If you normally take medications at home, have a support person bring them to the hospital to show a nurse. We’ll put this information in your chart and tell your doctor. If your doctor says you don’t need these medications while you’re here, we’ll ask you to discontinue use until further notice.

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](https://www.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 x1111 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 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 West Penn, please contact the Patient Experience Department at **412-578-4584**.

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 નિઃશુલ્ક 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៖ ប៊ីសិនជាអ្នកនិយាយភាសាខ្មែរ, ស្តីពីជំនួយជូនកុំភ្លាស ជាមិនគិតលុបបំបាត់ គឺអាចមានសហប្រតិបត្តិការ។ 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.

