

AHN Wexford Hospital

Everything you need to know about your stay.



**Welcome to
AHN Wexford Hospital**

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Campus Map



Free parking for patients,
visitors, and guests

- Garage A
- Ambulatory Surgery Parking B
- Parking C
- Parking D

Free valet
Available at Hospital Entrance A

Staff parking only
Garage F

Location Finder by Floor

Austin's Playroom	3
Austin's Playroom	2*
Administration	1
ATM	1
Central Sterile	2
Clinical Engineering	1
Coffee bar	2*
Critical Care 4 South	4
Conference Center	2
Courtyard	2
Emergency Department	1
Environmental Services	1
Facilities	1
Food and Nutrition Services	1
Gift Shop	1
Hospital Entrance	1
Imaging Institute	1
Imaging Institute	2*
Information	1
Laboratory Services	1
Lab Draw Station	3*
Lactation Room (Public)	1, 2
Lactation Room (Staff Only)	1*, 2, 3
Loading Docks	1
Mail Room	1

Materials Management	1
Medical Records	2*
Medical/Surgical 3 South	3
Medical/Surgical 4 North	4
Meditation Room	2
Neonatal Intensive Care Unit (NICU)	3
Parking/Valet	1
Patient Registration	1
Perioperative Services	2
Perioperative Services – Patient Registration	2
Pharmacy – Outpatient	2*
Pharmacy	2
Physical Therapy/ Occupational Therapy	3
Resources Center	2
Respiratory Therapy	2
Rooftop Garden	3
Training Room	2*
Volunteer Services/ Pastoral Services	1
Wexford Cafe	2*
Women + Infants Center 3 North	3

*In the Pavilion

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**



**Transport
Services**



**Hospitality &
Environmental
Services**



**Therapy,
Pharmacy Techs,
& Rehab Support**



**Laboratory
& Diagnostic
Services**



**Clerical
Personnel**



Coming to AHN Wexford Hospital

Our address is 12351 Perry Highway (Route 19), Wexford, PA 15090. We’re conveniently located in the heart of Wexford, just minutes away from Interstate 79 and the Pennsylvania Turnpike.

Parking

There’s a parking garage adjacent to the hospital with free parking for patients and families. We also offer complimentary valet parking.

Visitor policy

As a patient- and family-centered hospital, we know that support is an important part of your health care journey. We welcome your family and your support people.

Visiting hours:

We have open visitor hours.

Visitation may be adjusted due to unexpected circumstances.

Important Phone Numbers

Administration	878-231-5110
Coffee Bar	878-231-5290
Critical Care 4 South	878-231-5400
Emergency Department	878-231-5100
Environmental Services	878-231-5140
Facilities Offices	878-231-5135
Food and Nutrition Services	878-231-5151
Gift Shop	878-231-5150
Imaging	878-231-5120
Information Desk	878-231-5180
Lab Draw Station*	878-332-4290
Main Entrance/Lobby	878-231-5165
Main Hospital Number	724-939-3673
Medical Records	878-332-4275
Medical/Surgical 3 South	878-231-5350
Medical/Surgical 4 North	878-231-5440
Medical/Surgical 5 North	878-231-5520
Medical/Surgical 5 South	878-231-5540

Neonatal Intensive Care Unit	878-231-5330
Non-Invasive Testing*	878-332-4460
Pastoral Care	878-231-5170
Patient Registration	878-231-5175
Patient Representative	878-332-4050
Patient Safety	Dial 0
Perioperative Services	878-231-5220
Pharmacy – Outpatient*	878-332-4118
Physical Therapy/ Occupational Therapy	878-231-5375
Room Service	878-115-2468
Security	878-231-5000
Transporter Station	878-231-5145
Valet	878-231-5108
Volunteer Services	878-231-5155
Wexford Cafe*	878-231-5285
Women + Infants Center 3 North	878-231-5300

*In the Pavilion

FAQs You Might Have During Your Stay

1

How do I get 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.

2

What’s the bedside tablet for?

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

3

How do I order my meals?

You can choose from a variety of meals and place your order through the MyChart app on your bedside tablet or smartphone. A dining assistant can also help with meal ordering. If you have dietary restrictions or don’t want to order your meals through MyChart, call x2468 on your room phone.

4

How do I get on Wi-Fi?

Complimentary wireless internet access is available to patients and visitors for cell phones, tablets, and laptops.

To connect: Turn your device to Guest Wi-Fi, then read and accept disclaimer by entering your personal email.

5

When can people visit me?

We have open visitation for families and support people.

Guide to Your Room



1 Floor-to-ceiling windows

Natural sunlight helps with mood and healing.

2 Guest accommodations

Visitors and guests can rest and relax on a sleeper couch or reclining chair.

3 Bedside tablet

Communicate with your care team and order meals through the MyChart app.

Hospital Amenities

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

ATM

Get cash out at the ATM on level 1.

Children's Playroom

Let little ones have some fun in Austin's Playroom on levels 2* and 3.

Coffee Bar

Grab a pick-me-up on level 2.

Food and Beverages

Fill up at Wexford Café on level 2.

Gift Shop

Find that perfect card or gift on level 1.

Lactation Rooms

Feed your baby or pump in private rooms on levels 1 and 2.

Meditation Room

Find space for your practice on level 2.

Postal Services

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

Rooftop Garden

Relax and enjoy the outdoors on level 3.

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 below 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 send them home.

Explore alternatives to pain medications

Discuss alternative options with your nurse and physician.

No pain 0

1 Minimal

2 Mild pain

3 Uncomfortable pain

4 Moderate pain

5 Distracting pain

6 Distressing pain

7 Unmanageable pain

8 Severe pain

9 Excruciating pain

10 Worst possible pain

Spiritual Services

Spiritual support and counseling are available for patients, families, support people, and staff.

Services include pastoral care, crisis and grief counseling, sacramental ministry, worship services, memorial services, and staff and volunteer education. For faith-based services, dial 0 and ask Volunteer Services to connect you with the chaplain on call.

If you prefer a more private way to reflect and feel centered, a Meditation Room is located on level 2.

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 ("health care partner").

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 on this initiative, visit [jointcommission.org/speakup](https://www.jointcommission.org/speakup)

Health and Safety

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

Associates 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. Environmental Care services are available 24/7.

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.

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 gender. You're in a new environment and may be on medications or recovering, which can impact your balance. Follow the recommendations below 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.

Aggressive or 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.

Your Health Care Wishes

Advanced 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.

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, co-insurance, or any combination of these. You may need to pay these at pre-registration 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 speciality 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.

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.

Getting discharged

After spending time at AHN Wexford you may be eager to get home and continue your healing process. Your physician, nurse, and care manager 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.

Understanding Your Rights and Responsibilities

Our goal is to deliver safe, high-quality 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 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 laws and regulations.



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 in 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 not to take part in research or clinical trials will not affect your right to receive care.

Communication

You have the right to:

- Have a support person 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. 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 assess and protect your patient rights.

Visitation

You have the right to:

- Decide if you want visitors while you are here. The hospital may need to limit visitors to better care for you or other patients.
- Designate specific people who can visit you during your stay. These visitors 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 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.

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 and grievances in a manner that you can understand.
- Share your concerns with Wexford Hospital. Please contact a Wexford Hospital patient representative at 878-332-4050.

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 3 or in writing at:

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.

MyChart

MyChart is a secure, online way to connect to your care team and providers anytime, anywhere.

How you can use MyChart

- Book appointments
- E-check in
- Schedule video visits
- Pay bills
- Request prescriptions

Take advantage of all the features by downloading the mobile app on your smartphone or tablet.

You can also use MyChart on your bedside tablet while you are at the hospital. Ask a member of your care team to help you get started.

Learn more about MyChart at ahn.org/mychart.



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 re-port. Incident reports will be filed by Security and the Highmark Health Police Officer involved.

AHN photography policy

Allegheny Health Network has strict protocols that govern how, when, and where photography and videography is permitted in its 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.

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.

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 call “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.
- 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 code of conduct form will be provided to the security/Highmark Health Police Officer that 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.

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.

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 નિશ્ચિત્ 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៖ ប៊ីសិនជាអ្នកនិយាយ ភាសាខ្មែរ, ស្តីពីជំនួយផ្លូវភាសា ជាយមិនគិតលុបនូវ គិតថាមានសំណើប្រើអ្នក។ ចូរ ទូរស័ព្ទ 412-359-3131.

Portuguese

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

Notes



AHN WEXFORD