

PATIENT INFORMATION GUIDE



UPMC | WESTERN MARYLAND

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MESSAGE FROM NEW PRESIDENT

I am honored to be serving in this new role, and I am looking forward to working with our amazing staff — many of whom I've known for decades — as well as our colleagues throughout the UPMC organization. This hospital is a tremendous asset to our community, and I am excited about the opportunities that lie ahead as a result of our being part of a world-class health care organization.

I am so proud of all that we accomplished in 2020, while taking on the additional challenges of the pandemic. These accomplishments speak volumes for the resilience, dedication and compassion of our caring staff. I especially want to thank our front-line heroes who worked countless hours, pulling many extra shifts, covering wherever and whenever needed. I also want to thank those employees who continued to support those front-line workers. Every UPMC Western Maryland employee has an important role in caring for our patients.

As the pandemic continues to impact our community, I remind employees that, in addition to caring for our patients, they also need to care for themselves and do their best to remain optimistic. We are in the business of healing and caring, so our glasses should always be half full. The vaccine is here, and this should be the beginning of the end of this dreaded disease.

As we welcome in 2021, let's remember to be thankful for the lessons that we learned in 2020. We also need to embrace the changes that come with the new year. One of those changes is the retirement of my friend and colleague for the past 30 years, Barry Ronan. I extend my congratulations to Barry on his well-deserved retirement and for the wonderful legacy he has left for our community, such as the consolidation of Memorial and Sacred Heart hospitals in 1996, the 2009 opening of our beautiful state-of-the-art facility, and most recently, the 2020 UPMC integration which will provide access to world-renowned health care right here in our community for generations to come.



Whatever the new year has in store, please remember that we are all in this together. To quote the famous football coach Vince Lombardi: “The achievements of an organization are the results of the combined effort of each individual.” UPMC Western Maryland has an outstanding group of dedicated individuals, and we have the strength of UPMC to help us become even more successful.

As the new UPMC Western Maryland President, I look forward to working with each of you as we welcome the opportunities and enhancements that our integration with UPMC will provide for our staff, our patients, and our community.

A handwritten signature in black ink that reads "Michele R. Martz". The signature is written in a cursive, flowing style.

Michele Martz
President
UPMC Western Maryland

UPMC

WESTERN MARYLAND

Mission Statement

To serve our community by providing outstanding patient care and to shape tomorrow's health system through clinical and technological innovation, research, and education.

CORE VALUES

Quality and Safety:

We create a safe environment where quality is our guiding principle.

Dignity and Respect:

We treat all individuals with dignity and respect.

Caring and Listening:

We listen to and care for our patients, our health plan members, our fellow employees, our physicians, and our community.

Responsibility and Integrity:

We perform our work with the highest levels of responsibility and integrity.

Excellence and Innovation:

We think creatively and build excellence into everything that we do.

YOUR HEALTHCARE TEAM

Hospitalist

While you are a patient at UPMC Western Maryland, a team of physicians, called hospitalists, may be managing your care. A hospitalist can be a physician, nurse practitioner or physician assistant who focuses on the care of hospitalized patients. You may see more than one hospitalist team member from admission through discharge. Hospitalists are committed to your care 24 hours a day, 7 days a week. Your primary care provider will be notified of your admission and discharge. After discharge, you will return to the care of your primary care provider. Please share any comments and questions with your hospitalist, or contact the hospitalist office, at **240-964-8564**.

Medical Evaluation Team (MET)

You know your loved one better than anyone else does and we appreciate your help in noticing the signs that something may be wrong. We encourage you to play an active role in your loved one's care. Please do not hesitate to talk with the patient's nurse, nurse manager or house supervisor if you have any questions or concerns.

If you think your loved one's condition is becoming worse, please talk with the nurse about contacting the MET. You can also contact the MET yourself if you think your loved one is in immediate danger of a medical emergency by calling "0" and asking the Operator to get the MET. A MET member will arrive within minutes and begin to assess the patient's condition.

Department of Patient Experience and Culture

The Department of Patient Experience and Culture is here to support compassionate, quality, patient-centered care. If you or your family have any concerns, complaints, compliments, suggestions or questions about the quality of care you are receiving within UPMC Western Maryland, please speak with the charge nurse or nurse manager on your unit or contact our department at **240-964-5675** or by dialing **45675** on your bedside phone. Your healthcare experience is our priority. You may also contact the House Supervisor who is on duty 24 hours a day, 7 days a week by dialing "0" and asking the operator to connect you.

YOU AND YOUR FAMILY ARE PART OF THE TEAM

Communicate – It's your health. Don't be afraid to ask your providers and nurses questions.

Participate – You are the center of your healthcare team so ask questions, understand your treatment plan and medications and communicate with your providers and nurses.

Appreciate – There are hundreds of people in the hospital who need help. Please be patient as providers and nurses attend to everyone.

WHAT TO EXPECT DURING YOUR HOSPITAL STAY

When you need hospital care, the medical professionals at UPMC Western Maryland are committed to working with you and your family to meet your healthcare needs. As a patient or visitor of UPMC Western Maryland, you're treated like family. You and your loved ones have the same care and attention we would want for our families and ourselves. Our dedicated team serves the community and provides you with the care you need, when you need it - with skill, compassion and respect.

If you have any questions, please let us know. Unasked or unanswered questions can add to the stress of being in the hospital. Your comfort and confidence in your care are very important to us.

High-Quality Hospital Care

Our first priority is to provide you with the care you need, when you need it, with skill, compassion and respect. You have the right to know the identity of providers, nurses and others involved in your care. You also have the right to know when they are students, residents or other trainees.

Purposeful Hourly Rounding

Our nurses and nursing assistants will be rounding every hour throughout the day and every two hours throughout the night. This will allow us to keep track of your comfort and pain, and offer in assisting you to the bathroom or changing your position in bed.

Bedside Reporting

Our nursing staff begin and end their shifts by rounding at your bedside. This gives you a chance to meet the nurse taking over your care, ask questions and share important information with your nurses. Nurse bedside shift report does not replace the conversation you have with your provider or hospitalist. They will talk to you about your health, follow up on any tests or lab work that was ordered, check your IVs, wounds, bandages and ask what you hope to do during the next shift. You are encouraged to ask questions and share concerns.

Patient Education - A new diagnosis can be very frightening, but learning about it helps you make informed decisions about your treatment. Nurses, dietitians, respiratory therapists and many others will talk with you and answer your questions.

Medication Education - Routine medication education is provided by your nursing staff. Pharmacists are available to assist with education for patients taking multiple medicines and/or complex medicines.

Palliative Care - Optimizing quality of life at any point in a serious illness whether receiving curative treatment or transitioning to a focus of comfort is important. Palliative care provides support for physical, emotional and spiritual discomfort. Palliative care provides relief of symptoms including pain, shortness of breath, fatigue, constipation, nausea and sleep apnea. Pain and other symptoms affect your quality of life, and the stress can have a big impact on your family. The Palliative Care team can help.

Involvement in Your Care

Often, decisions about your care are made before you go to the hospital. Other times, especially in emergencies, those decisions are made during your hospital stay. When decisions are being made, discuss your medical condition and information about medically appropriate treatments with your provider. Make sure you understand the benefits and risks of each treatment, whether your treatment is experimental or part of a research study, what you can reasonably expect from your treatment and any long-term effects it might have on your quality of life, what you and your family will need to do after you leave the hospital, the financial consequences of using non-covered services or out-of-network providers. Please tell your caregivers if you need more information about treatment choices.

When you enter the hospital, you sign a general consent to treatment. You may be asked to confirm in writing that you understand what is planned and agree to the treatment. This process protects your right to consent to or refuse a treatment. Your provider will explain the medical consequences of refusing recommended treatment. It also protects your right to decide if you want to participate in a research study.

Your caregivers need complete and correct information about your health and coverage so they can make good decisions about your care. You may have healthcare goals, values or spiritual beliefs that are important to your well-being. They will be taken into account as much as possible throughout your hospital stay. Make sure your provider, family and care team know your wishes. If you have a signed healthcare power of attorney stating who should speak for you if you become unable to make healthcare decisions for yourself or a living will or advance directive that states your wishes about end-of-life care, give copies to your provider, your family and your care team. If you or your family needs help in making these decisions, counselors, chaplains and others are available to help.

AFTER DISCHARGE



To determine where improvements are needed, UPMC Western Maryland takes part in the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. The survey measures your experience with the quality of your care. It is designed to be a standardization tool for measuring and reporting experience across all hospitals in the U.S.

After you are released from the hospital, you may be selected to participate in the HCAHPS survey. This is a phone survey conducted by an outside vendor called HealthStream Research. Please take the time to honestly answer the questions. Your feedback is valuable.

PATIENT SAFETY AND YOU

The staff at UPMC Western Maryland is committed to providing you with the safest care possible. As a patient, you play a vital role in making your care safe by being an active, involved and informed member of your healthcare team.

Speak up if you have questions or concerns. If you still do not understand, ask again. It's your body and you have a right to know.

- Your health is very important. Do not worry about being embarrassed if you do not understand something that your provider, nurse or other healthcare professional tells you. Have them clarify.
- Do not be afraid to ask about safety. If you are having surgery, for example, participate in marking the area of your body involved in the surgery.
- Do not be afraid to tell the nurse or provider if you think you are about to receive the wrong medicine.
- Do not hesitate to tell a healthcare professional if you think he/she has confused you with another person.

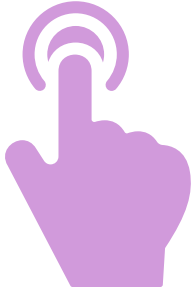
Pay attention to the care you are receiving. Always make sure you are getting the right treatments and medicines by the right healthcare professionals. Do not assume anything.

- Tell your nurse or provider if something does not seem quite right.
- Expect healthcare workers to introduce themselves when they enter your room and look for their identification badges. A new mother, for example, should know the person to whom she is handing her baby. If you are unsure, ask and look for their ID badge.
- Notice whether your caregivers have washed their hands. Hand washing is the most important way to prevent the spread of infections. Do not be afraid to gently remind a nurse or provider to wash their hands.
- Know what time of the day you normally receive a medicine. If it doesn't happen, bring this to the attention of your nurse or provider.
- Make sure your nurse or provider confirms your identity, that is, checks your wristband and asks your name before he/she gives you any medicine or treatment.

Educate yourself about your illness. Learn about the medical tests you are undergoing and your treatment plan.

- Gather information about your condition.
- Write down important facts your provider tells you. Ask your provider if he/she has any written information you can keep.
- Thoroughly read all medical forms and make sure you understand them before you sign anything. If you do not understand, ask your provider or nurse to explain.
- Make sure you know how to work any equipment that is being used in your care. If you will use oxygen at home, do not smoke or allow anyone to smoke near you while oxygen is in use.





Use the call light.

- Before attempting to get out of bed or your chair, call for staff assistance.
- If items are not within your reach, call for staff assistance.
- If medical equipment in your room is alarming, call for staff assistance.
- If you have questions, concerns or just need to talk, call for staff assistance.

Know what medicines you take and why you take them. Medicine errors are the most common healthcare mistake.

- Ask about the purpose of the medicine and ask for written information about it, including its brand and generic names. Also ask about the side effects of all medications.
- If you do not recognize a medicine, double-check that it is for you. Ask about medication that you are to take by mouth before you swallow it.
- If you are given an IV, ask the nurse how long it should take for the IV bag to empty. Tell the nurse if it does not seem to be dripping properly (too fast or slow).
- Whenever you are going to receive a new medicine, tell your providers and nurses about allergies you have or negative reactions you have had to other medications in the past.
- If you are taking multiple medications, ask your provider or pharmacist if it is safe to take those medicines together. Do the same thing with vitamins, herbs and over-the-counter drugs, too.
- Make sure you can read the handwriting on prescriptions written by your provider. If you cannot read it, the pharmacist may not be able to either.
- Carry an up-to-date list of the medicines you are taking in your purse or wallet. Write down how much you take and when you take it. Go over the list with your provider and other caregivers.

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

- Your advocate can ask questions that you may not think about when you are stressed. Your advocate can also help remember answers to questions you have asked or can write down information being discussed.
- If you would feel more comfortable, ask this person to stay with you, even overnight, when you are hospitalized. You may be able to rest better.
- Make sure this person understands your preferences for care and your wishes concerning resuscitation and life support.
- Make sure your advocate understands the type of care you will need when you get home. Your advocate should know what to look for if your condition is getting worse and who to call for help.

Participate in all decisions about your treatment. You are the center of the healthcare team.

- You and your provider should agree on what will be done during each step of your care.
- Know who will be taking care of you, how long the treatment will last and how it may make you feel.
- Do not be afraid to ask for a second opinion. If you are unsure of a recommendation, ask to talk with another provider.
- Before you leave the hospital, ask about follow-up care and make sure that you understand all of the instructions.

KEEPING YOU SAFE FROM FALLS

Your safety is our number one priority. To prevent falls and fall-related injuries, we need your help.

Your knowledge, participation and cooperation with the hospital fall prevention program will help to keep you safe from falls.

What can you, or your loved one, do to help prevent a fall while staying at UPMC Western Maryland?

- Tell the nurse if you have a history of falls
- Wear your glasses and/or hearing aid when awake
- Use the call light before attempting to get out of bed and wait for staff to come and help you
- Only walk with your loved one if it's safe to do so, otherwise allow staff to assist you when walking
- Rise slowly from the bed or chair when getting up. Sit for a few seconds before you stand
- Use your walker or cane for support no matter how short the walking distance may seem
- Wear the tread slippers provided or wear non-skid footwear when out of bed
- Do not lean or support yourself with rolling equipment such as IV poles or your bedside table
- Make certain the call light and other needed items are within reach before family or staff exits the room

Family Members:

- Notify the nurse before leaving the patient unaccompanied if he or she is confused
- Consider staying at the bedside with the patient, even during the night, if he or she is confused

What we will do to help prevent you from falling:

- Assess you for your risk of falling upon admission and during your stay
- Implement preventative measures to help prevent you from a fall while in our hospital
- Provide you with treaded slippers and any other recommended equipment (such as walker or bedside commode) that will make it safer for you to move about
- Assist you with getting in and out of bed and using the restroom as needed
- Make certain the call light and other needed items are within reach before exiting your room
- Show you how to use your call light and remind you when to call for help
- Respond to your calls for assistance in a timely manner and perform routine rounds to ensure your needs are being met
- Remain with you while toileting or performing personal hygiene if you are at high risk for falls
- When applicable, provide beds and chairs equipped with a call device for staff assistance

PAIN MANAGEMENT



0
NO PAIN



1-3
CAN BE
IGNORED



4-5
INTERFERES
WITH TASKS



6-7
INTERFERES WITH
CONCENTRATION



8-9
INTERFERES
WITH BASIC NEEDS



10
UNBEARABLE

UPMC Western Maryland is committed to a proactive approach to pain management through appropriate assessment and interventions based on the patient's report of pain. UPMC Western Maryland acknowledges that the ability of each patient to achieve maximum benefit and recovery is based in part on how successfully pain is controlled.

We will inform the patient at their initial evaluation that relief of pain is an important part of their care. Healthcare providers will respond to reports of pain in a timely manner and will ask as part of their regular assessment about the presence, quality and intensity of pain, and use the patient's self-report as their primary indicator of pain. Healthcare professionals will work with the patient to establish a goal for pain relief and implement a plan to achieve said goal.

Unfortunately, you may have some pain. We will do all we can to treat your pain safely so that you can be as comfortable as possible.

MANAGING YOUR PAIN

- Know that your report of pain will be taken seriously and be treated with dignity and respect by all healthcare professionals
- Have your pain thoroughly assessed and promptly treated
- Be informed by your provider about what may be causing your pain, possible treatments and the risk, benefit and cost of each
- Be referred to a pain specialist if your pain persists
- Get clear, prompt answers to your questions, have time to make decisions and refuse a particular type of treatment if you choose
- Ask your provider/nurse what to expect with painful procedures
- Help your provider/nurse measure your pain by using the pain management scale and by letting them know what is an acceptable pain level for you
- Ask for pain relief when your pain first begins and tell the provider/nurse about any pain that will not go away
- Let your nurse know if you experience any side effects after the pain medication is given
- Understand that the nursing staff may wake you up to determine any side effects from the pain medication you may have been given
- Feel free to discuss any fears or concerns you may have about your pain medications with your provider/nurse

ROOM ACCOMMODATIONS



Wi-Fi

Internet access is available at no charge throughout the UPMC Western Maryland campus for guests who have devices that can receive wireless signals.



Call Light

When you are admitted to your room, you will be shown how to use the call light button. Please use the call light button whenever you need to contact your healthcare team. Let them know if your need is urgent and someone will come immediately. If it is not urgent, you may have to wait. Your caregiver may be assisting another patient but will respond as soon as possible. For example, you may need assistance in getting to the bathroom or need a bedpan.



Television

Televisions are provided to all patients. Ask a staff member for a list of TV stations.



Phone

There is a telephone at each bedside, except in the Intensive Care Unit (ICU). To make a local call, dial “9” then the number you wish to call.

VISITOR INFORMATION



Visit **UPMCwesternmaryland.com** for the latest visitor information and guidelines.



One Dream Gift Shop

Located on the first floor of the hospital, this gift shop is operated by Western Maryland Health System Auxiliary. Proceeds from the shop are used to provide equipment and services for the hospital. Purchases can be delivered throughout UPMC Western Maryland.

Cafeteria

- The cafeteria is located on the second floor.

Visit **UPMCwesternmaryland.com** for current gift shop and cafeteria hours.



ATM

ATMs are located on the first floor and second floors. See map on page 25 for location.

HOSPITAL SERVICES

Inpatient Therapy Services

During your stay at UPMC Western Maryland, your Therapy Service team may consist of many different certified licensed professionals. Each one may assess your individual needs, once referred to by your provider, and work together to develop personal goals specific to your condition. Our team creates an individual plan of care specific to your therapy needs. These services may start in the hospital and continue in our Comprehensive Inpatient Rehabilitation Unit and Outpatient Physical Therapy Clinic.

Physical Therapy – Physical therapy (PT) can help remediate impairment and promote mobility and function to improve your quality of life. Our UPMC Western Maryland team of licensed therapists can help improve your range of motion, strength, balance, endurance and coordination in order to reduce pain and disability.

Occupational Therapy – Sometimes daily activities, such as dressing, personal care and household chores, may become difficult due to a physical injury or illness. Our UPMC Western Maryland occupational therapy (OT) team helps you develop, recover or maintain functional independence to everyday tasks we often take for granted.

Our experienced occupational therapy team includes a Certified Lymphedema Therapist, who specializes in the treatment of primary and secondary lymphedema with Complete Decongestive Therapy (CDT). This includes manual lymph drainage, graduated compression garments, decongestive exercises and meticulous skin care.

Speech Therapy – Speech therapy is a service provided by a licensed and certified healthcare professional who can help improve your ability to communicate and/or swallow. Our team of licensed speech-language pathologists specialize in the evaluation and treatment of speech, language, cognitive and swallowing disorders. Additional services offered include Modified Barium Swallow studies, VitalStim® neuromuscular stimulation and Deep Pharyngeal Neuromuscular Stimulation for improvement of swallowing abilities.

Ambulation Assistants – Assistants help our patients without mobility restrictions to maintain endurance and functional independence during a hospital stay.

Pet Therapy – Our certified therapy dogs and volunteer handlers can improve your well-being through guided interaction. The purpose of pet therapy is to improve health challenges through social, emotional, or cognitive support.



Pastoral Care

Chaplains and Pastoral Care staff are available 7 days a week, 24 hours a day. Pastoral care professionals are specifically trained to work within the health system to provide spiritual care with deep respect for your own religious beliefs and faith traditions. To request the services of a chaplain, please inform your nurse or dial “0” for the operator from your bedside phone. Services and resources available are pastoral visitations, sacrament ministry, religious services, support groups, chapel, bibles and religious literature.

Behavioral Health Crisis Services

UPMC Western Maryland has a full continuum of care to address Behavioral Health issues.

- A crisis hotline to address urgent or emergency needs: **CRISIS HOTLINE: 240-964-1399**
- Counselors available 24 hours a day, 365 days a year to provide face-to-face or crisis hotline intervention
- Behavioral health discharge planning which includes referrals to outpatient community resources
- Traditional non-emergency behavioral health services

UPMC Western Maryland – Behavioral Health Program: **240-964-8585**

Ethics Committee

Many of today’s healthcare decisions are difficult and very complex. This is especially true when decisions concern limiting or withdrawing medical treatment and determining what is in the best interest of the patient. The Ethics Committee can provide support and assistance to any patient and/or their family by facilitating a candid discussion to clarify issues, improve communication and develop an appropriate plan of care. All consultations are confidential. To request a meeting, call **240-964-8544** (weekdays) or **240-964-1920** (evenings & weekends).

Advance Directives

The Patient Self-Determination Act and the Maryland Health Care Decision Act (1993) are laws intended to protect your right to make decisions about your medical care, including the right to accept or refuse treatment. UPMC Western Maryland supports and respects your fundamental right to make healthcare decisions regarding your care. You have the right to make an advance directive, such as a living will or durable power of attorney for healthcare, and to choose someone else to make healthcare decisions if you are unable to do so. For assistance in creating an Advance Directive or for more information, ask a member of your healthcare team.

Notice of Privacy Practice

Your privacy is important to us and we are committed to protecting health information about you. We follow the Health Insurance Portability Accountability Act (HIPAA) privacy standards. A copy of the UPMC Western Maryland Notice of Privacy Practices is available at the Nurses Station where you are a patient, or a copy can be viewed at **UPMCwesternmaryland.com** under the patient/visitor tab.

Access to Your Medical Records

If you would like to review your medical records, please ask your caregiver. Medical Records can be reached at **240-964-8444**.

Patient Safety

The staff at UPMC Western Maryland strive to provide you with the best care possible at all times. If at anytime, though, you believe your care is not meeting your needs, please let us know by requesting to speak with the Nurse Manager, House Supervisor or the Patient Safety Officer.

UPMC Western Maryland Patient Safety Officer: **240-964-2196**

The Joint Commission: **800-994-6610**

Maryland Department of Health & Mental Hygiene: **877-402-8218**

Maryland Board of Pharmacy: **410-764-4755** | <https://health.maryland.gov/pharmacy>

Patient Portal

The UPMC Western Maryland Patient Portal allows you to view some of your electronic medical records online from anywhere you have an internet connection. It's easy and free to sign up. Visit **UPMCwesternmaryland.com** to access the UPMC Western Maryland Patient Portal. It is located under the Patient and Visitors tab. Ask a member of your healthcare team for a code to sign up. Click on the link and follow the easy step-by-step instructions, which include creating a unique username and password. In your portal, you will be able to see some lab results, diagnostic reports, appointments, medications, allergies and discharge instructions.

Language, Deaf and Hard-of-Hearing Services

Please tell the registration or nursing staff if you are in need of these services.

Food Services

Our goal is to provide you with a healthy, well-balanced meal that will help with your treatment and recovery. Your provider may have ordered a specific diet for you to follow while you are a patient in the hospital. If your diet is not restricted, you will select your meals with the help of a host/hostess.

Some medications and/or dietary restrictions may alter your taste buds.

There are items available on each patient care unit if you would like a snack between meals. Please check with your nurse to ask for a snack.

PREPARING FOR DISCHARGE

Care Coordination

Help with Treatment and Discharge/Transition Planning

Being in the hospital and getting ready to go home can be a frightening and stressful experience. We have a Care Coordination team here to help.

Communication between you, your support person, provider and our team is very important when thinking about your plans after you leave the hospital. Most patients stay in the hospital for about three days. There are many things that must occur to ensure you have an appropriate plan in place to transition to your next level of care – whether that be home, home with outside services, assisted living or a skilled nursing facility for rehabilitation.

The Care Coordination team includes nurses and social workers who work closely with and assist patients and families with planning for your discharge/transition from the hospital. The team may include your provider, nurses and other support staff who care for you while you are a patient in the hospital. Most patients need some assistance after leaving the hospital, so it is important that we identify who your support person will be as well as any additional services needed. There are many options for you, depending on your condition and needs, such as:

Home Care – provides short-term skilled nursing care in your home a few hours per week

Skilled Nursing Facility – provides short- or long-term residential care. Many patients take advantage of the specialized rehabilitation services.

Community Health Workers – non-licensed staff who can provide safety checks, assist with arranging transportation and assist in accessing community resources

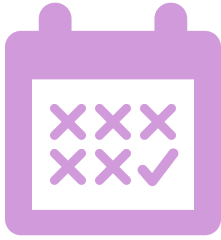
Center for Clinical Resources (CCR) – individualized care for patients with diabetes, heart failure and respiratory diseases such as COPD. A pharmacist is available to monitor blood levels and adjust anticoagulant medication (e.g., Coumadin) as well as assist patients who have questions about their medicines.

Comprehensive Inpatient Rehabilitation Unit (CIRU) – through a team approach, the CIRU team focuses on providing sound rehabilitative therapy to effect positive change in functional ability, independence and self-reliance across a variety of environments, while protecting and promoting the rights of the persons served. Our CIRU is accredited by the Commission on the Accreditation of Rehabilitation Facilities (CARF) and consists of 13 private patient rooms, a spacious therapy gym and transitional apartment. If pre-qualified, you will receive up to three hours of occupational, physical and/or speech therapy daily. Additional services provided are medical care, rehabilitative nursing, neuropsychology, pastoral care, prosthetic/orthotic consults, nutritional support and respiratory therapy.

Wound and Hyperbaric Center – provides advanced wound care and hyperbaric oxygen therapy for patients with chronic and acute wounds

Outpatient Therapy Services – our dedicated team of licensed therapists provides individualized care that helps you achieve your specific goals through physical therapy and speech rehabilitation

Hospice Home Care – provides comfort, support and symptom management to patients and their families for management of end-of-life conditions



Communication About Your Discharge Day

Your Nursing and Care Coordination team will be working with your provider from your first hospital day to prepare you for discharge. Clear communication with you and your support person is very important to ensure you have everything in place for a smooth transition. Discharge day is very busy and can be overwhelming, so do not hesitate to ask the staff to repeat anything about your discharge instructions you do not understand. This process, depending on your individual needs, usually takes several hours.

In order to help your discharge day be easier, UPMC Western Maryland and PharmaCare will deliver, at your request, a 30-day supply of most medications to your bedside. This service is provided as a convenience so that you do not have to stop at the pharmacy on your way home. After the 30-day supply is finished, your prescriptions can be transferred to the pharmacy of your choice. Copays and medicines will be billed to you and your insurance as applicable. UPMC Western Maryland provides care to all patients, regardless of your ability to pay.

Communication After Discharge

It is very important that you follow the discharge instructions given to you by your provider and nurse. Additionally, we will give you an appointment to follow up with your provider soon after discharge. It is proven that if you see your provider within a few days after discharge, you are less likely to be readmitted to the hospital. If you do not have a primary care provider, the UPMC Western Maryland team can help you find a provider. In the meantime, we have primary care practices that hold appointment times for discharged patients so you can be seen within a few days of discharge.

For those patients going home who do not need home care, you will receive a phone call from a UPMC Western Maryland healthcare team member 48-72 hours after you are discharged. This is a very brief call to answer any questions and ensure that you have what you need for a smooth transition back to home.

Please do not hesitate to ask questions of your Nursing and Care Coordination team or any other UPMC Western Maryland staff member. You can contact the Care Coordination staff by calling **240-964-1090** during regular business hours and **240-964-4949** during all other times.

Hospital Financial Assistance Policy

UPMC Western Maryland is committed to providing care to all who need it, regardless of their ability to pay. UPMC Western Maryland has a financial assistance program, and you may be entitled to receive financial assistance with the cost of medically necessary care if you have low income, do not have insurance, or your insurance does not cover your medically-necessary care and you are low-income.

UPMC Western Maryland meets or exceeds the state's legal requirements by providing financial assistance based on income guidelines established and published by the federal government each year. In order to determine eligibility for assistance, you will be asked to provide certain financial information.

The Health Service Cost Review Commission establishes a process for a patient or a patient's authorized representative to file with the Commission a complaint against a hospital for an alleged violation of 19-214.1 or 19-214.2 of this subtitle. The email address for the Health Service Cost Review Commission patient complaint is hsrc.patient-complaints@maryland.gov

If you would like an application and/or more information about financial assistance, please:

- Ask at the registration desk
- Contact the UPMC Western Maryland Business Office at **240-964-8435** on weekdays from 7:30 a.m. to 4:00 p.m.
- Visit the UPMC Western Maryland website at UPMCwesternmaryland.com

UPMC Western Maryland complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-240-964-7000

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 1-240-964-7000

Important Billing Information

Services provided by the following medical specialists are not included in the hospital bill you will receive from UPMC Western Maryland:

Anesthesiologists

Cardiologists

Emergency Department Providers

Hospitalists

Neonatologists

Observation Unit Providers

Pathologists

Radiologists

These providers may be involved in your care or the interpretation of your test results. They are required by law to bill separately for their professional services. These specialists may not necessarily participate in the same insurance plans as the hospital.

DISCRIMINATION IS AGAINST THE LAW

UPMC Western Maryland complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sexual orientation or gender identity. UPMC Western Maryland does not exclude people or treat them differently because of race, color, national origin, age, disability, sexual orientation or gender identity. UPMC Western Maryland values the diversity and inclusion of our patients, their visitors, employees, physicians, volunteers, students and others.

UPMC Western Maryland:

Provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign-language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Provides free language services to people whose primary language is not English such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact the hospital operator at 240-964-7000. If you believe that UPMC Western Maryland has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sexual orientation or gender identity, you can file a grievance with:

Corporate Compliance Officer

UPMC Western Maryland

12400 Willowbrook Road
Cumberland, MD 21502
240-964-8105

You can file a grievance in person, over the phone, by mail, fax or by completing a complaint form available at <http://www.hhs.gov/ocr/office/file/index.html>. If you need help filing a grievance, the UPMC Western Maryland Corporate Compliance Officer is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 1-800-537-7697 (TDD)

The Joint Commission Office of Quality Monitoring

One Renaissance Boulevard
Oakbrook Terrace, IL 60181
800-994-6610



REPORT A SAFETY CONCERN

Report a safety concern to The Joint Commission:

- At www.jointcommission.org, using the “Report a Patient Safety Event” link in the “Action Center” on the home page of the website
- By fax at 630-792-5636
- By mail to The Office of Quality and Patient Safety (OQPS), The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

Amharic

ማስታወሻ የሚናገሩት ቋንቋ ኣማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 1-240-964-7000

Arabic

1-240-964-7000 م ق ر ب ل ص ت ا ن ا ج ل ا ب ل ك ل ر ف ا و ت ت و ي و ل ل ا د ع ا س ا م ل ا ت ا م د خ ن ا ف ا ل ل ل ا ل ر ك ا ذ ا ش د ح ت ت ن ك ا ذ ا ا ظ و ح و ط

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 1-240-964-7000

Farsi

1-240-964-7000 ا ب د ش ا ب ی م م ه ا ر ف ا م ش ی ا ر ب ن ا گ ی ا ر ت ر و ص ب ی ن ا ب ز ت ا ل ی ه س ت ، د ی ن ک ی م و گ ت گ ف گ ی س ر ا ف ن ا ب ز ه ب ر گ ا و ج و ت

French

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-240-964-7000

German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-240-964-7000

Haitian Creole

ATANSYON: Si ou pale kreyòl ayisyen, sèvis sipò lengwistik yo disponib gratis. Nimewo telefòn 1-240-964-7000

Hindi

ध्यान दें: आप हद्दी बोलते हैं, तो भाषा सहायता सेवाओं के पूरक हैं। कॉल 1-240-964-7000

Igbo

AKWUKWO: O bụrụ na i na-asụ Igbo, a na-enweta ọrụ nkwado asụsụ n'efu. Nọmba ekwentị 1-240-964-7000

Italian

ATTENZIONE: se parli italiano, i servizi di supporto linguistico sono disponibili gratuitamente. Numero di telefono 1-240-964-7000

Japanese

注意: 日本語を話す人は、言語サポートサービスを無料で利用できます。電話番号 1-240-964-7000

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-240-964-7000

Nepali

ध्यान दनुहोस्: यदतिपाईं नेपाली बोलनुहुन्छ भने, भाषाई समर्थन सेवा नःशुल्क उपलब्ध छ। टेलिफोन नम्बर 1-240-964-7000

Persian

1-240-964-7000 ن ف ل ت ه ر ا م ش د ن ت س ه س ر ت س د ر د ن ا گ ی ا ر ی ن ا ب ز ی ن ا ب ی ت ش ت پ ت ا م د خ ، د ی ن ک ی م ت ب ح ص ی س ر ا ف ن ا ب ز ه ب ا م ش ر گ ا و ج و ت

Portuguese

Atenção: Se você fala Português, os serviços de suporte linguístico estão disponíveis gratuitamente. Número de telefone 1-240-964-7000

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-240-964-7000

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-240-964-7000

Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-240-964-7000

Thai

ความสนใจ หากคุณพูดภาษาไทยบริการสนับสนุนทางด้านภาษาฟรีไม่เสียค่าใช้จ่าย หมายเลขโทรศัพท์ 1-240-964-7000

Urdu

1-240-964-7000 یں رک ل اک - ں ہ ب ا ی ت س د ی م ت ف م ت ا م د خ ی ک د م ی ک ن ا ب ز و ک پ آ و ت ، ں ہ س ت ل و ب و د ر ا پ آ ر گ ا : ر ا و ر ب خ

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-240-964-7000

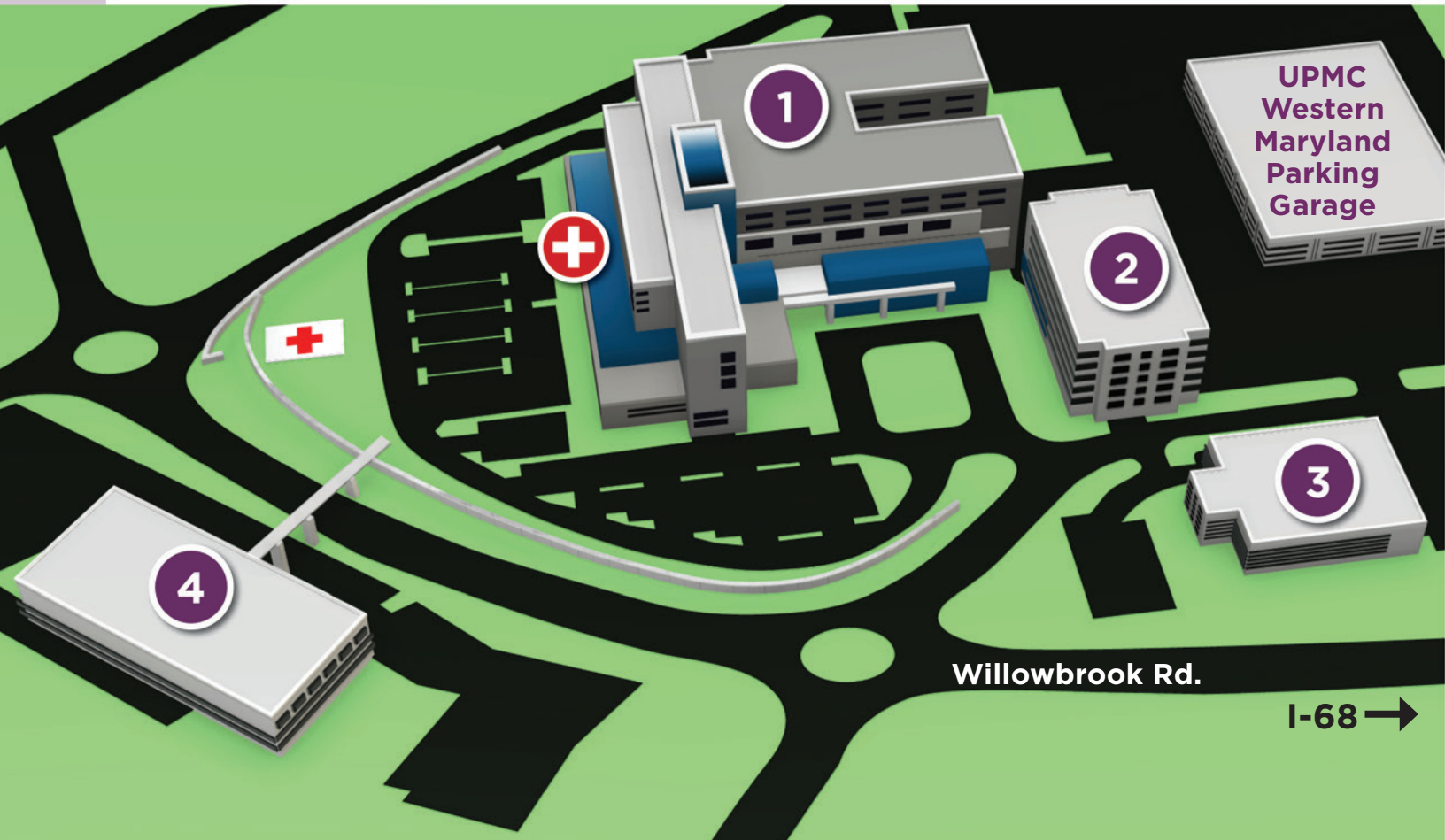
Yoruba

AKIYESI: Ti o ba so Yoruba, awon isẹ atilẹyin ti ede wa laisi idiyele. Nọmba tẹlifoону 1-240-964-7000

UPMC WESTERN MARYLAND

12500 Willowbrook Road in Cumberland

Easy Access from Exit 44 off Interstate 68



1 UPMC Western Maryland
12500 Willowbrook Road

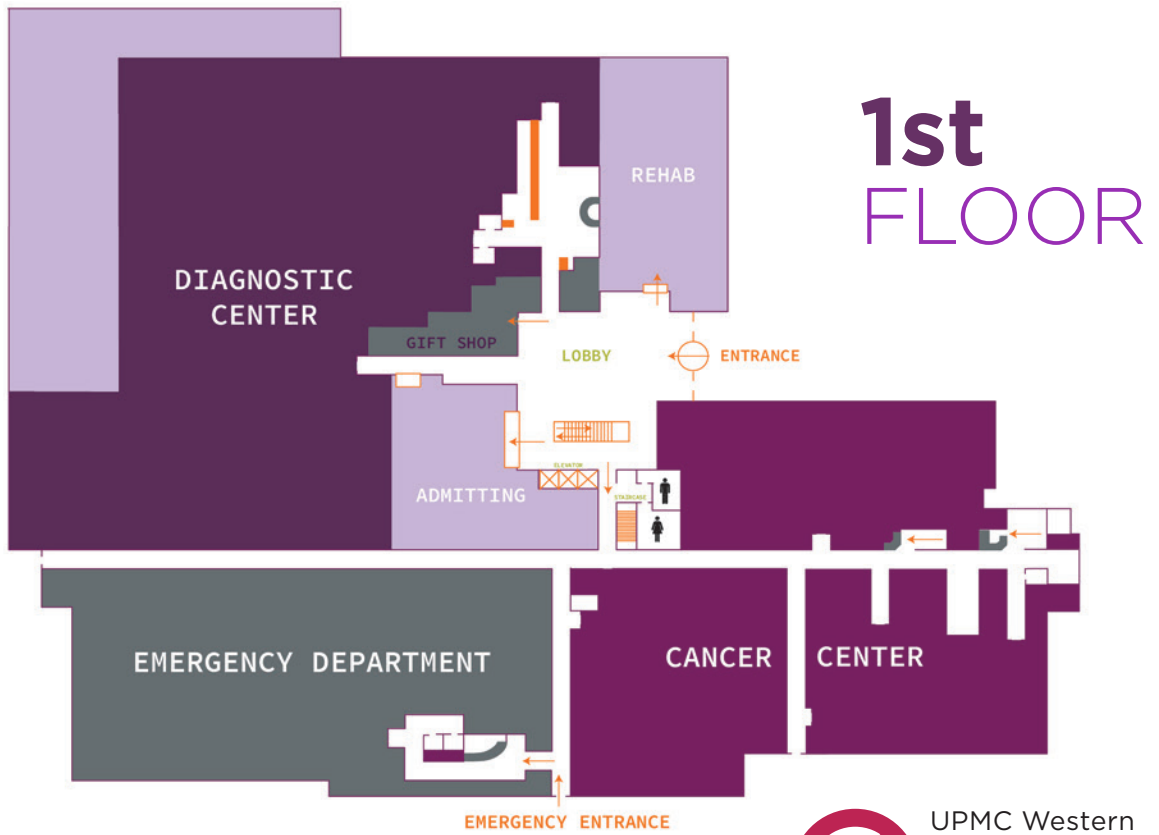
2 UPMC Western Maryland Medical Arts Center (MAC)
12502 Willowbrook Road

3 UPMC Western Maryland Outpatient Diagnostic Center
First Floor, 12400 Willowbrook Road

UPMC Western Maryland Administrative Center (WAC)
Second Floor, 12400 Willowbrook Road

4 Willowbrook Office Complex (WOC)
12501 Willowbrook Road

 **Emergency Department**



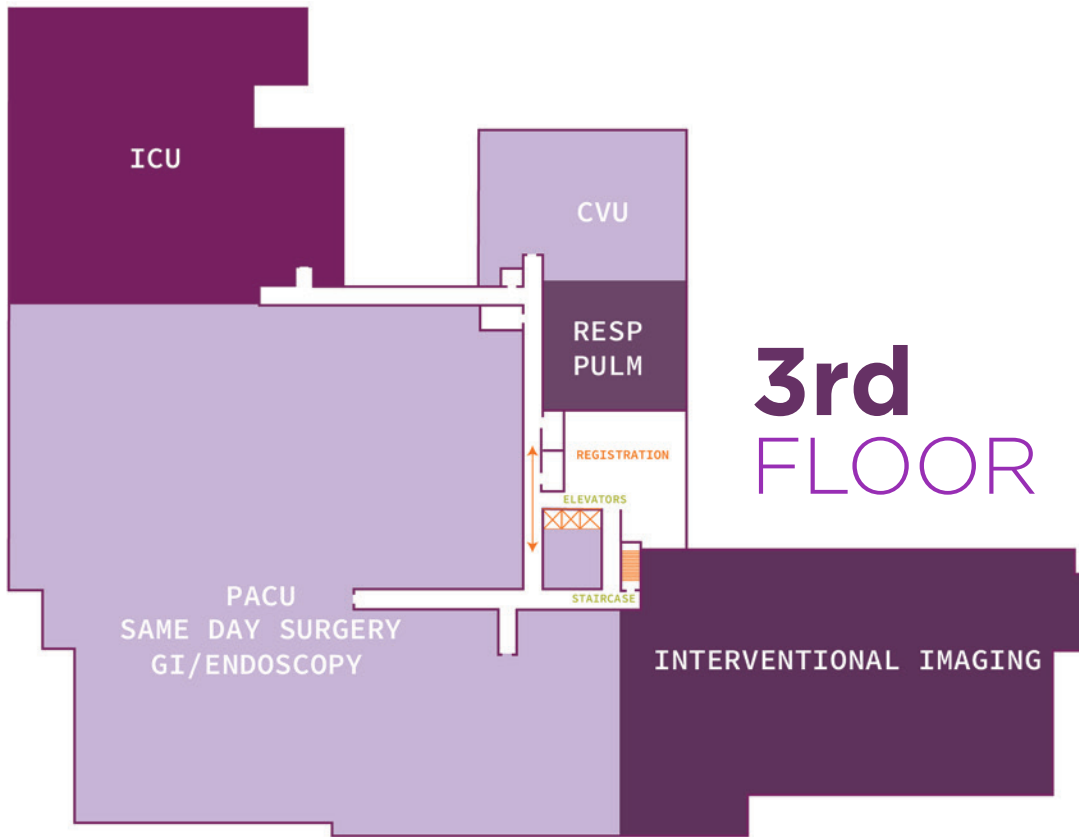
1st FLOOR



UPMC Western Maryland is a smoke-free campus. Alcohol, illicit drugs and weapons are prohibited.



2nd FLOOR

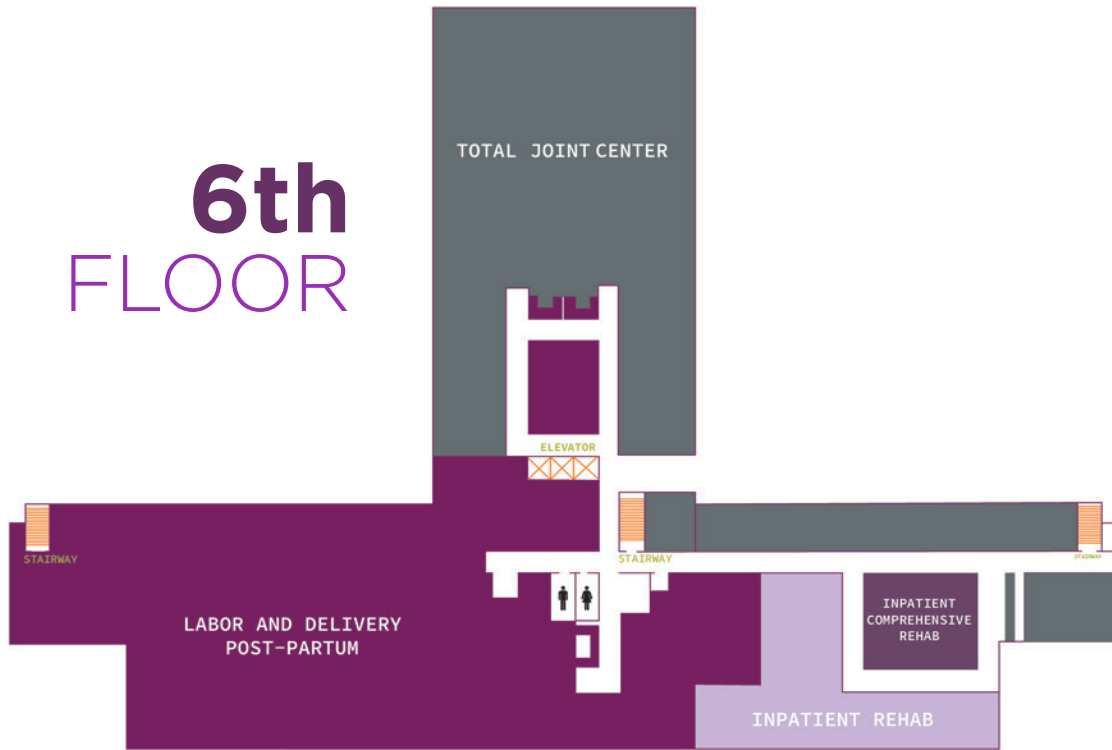


4th FLOOR - Mechanical Equipment. This floor is accessible by staff only.

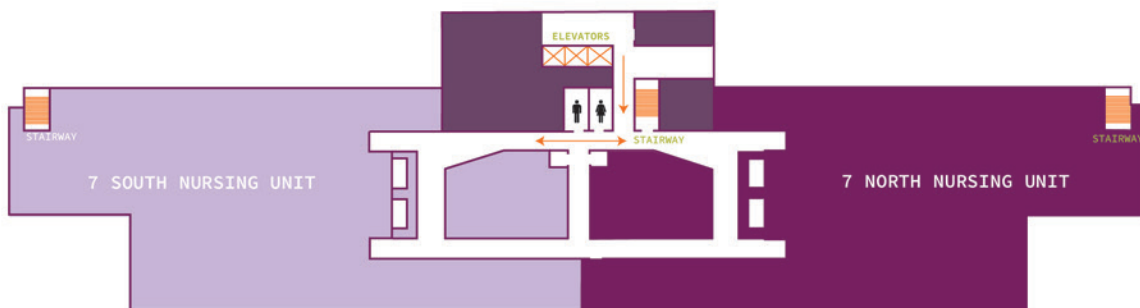


UPMC Western Maryland is a smoke-free campus. Alcohol, illicit drugs and weapons are prohibited.

6th FLOOR



7th FLOOR



UPMC Western Maryland is a smoke-free campus. Alcohol, illicit drugs and weapons are prohibited.

CHARITABLE CONTRIBUTIONS HAVE PLAYED AN ESSENTIAL ROLE DURING YOUR STAY AT UPMC WESTERN MARYLAND

DONATIONS SUPPORT:

- 1 CAPITAL** Structural advancement to better serve you.
- 2 EQUIPMENT & TECHNOLOGY** Bringing technology close to home.
- 3 SCHOLARSHIPS** Investing in our brightest professionals to care for you.
- 4 PATIENT NEEDS** Responding to personal patient and family needs.



The Western Maryland Health System Foundation connects those who can give to those who are in need. Sometimes that means covering the cost of medication, other times that means an investment in remarkable technology. Any and every gift can help someone when they need it most.

ONCOLOGY TRIBUTE WALL



How can you give?

Show your appreciation for a caregiver who has been especially good to you. We would be honored to carry your message of gratitude to them and they would be delighted to hear from you!

Make a gift to any particular area of the hospital:

- Area of most need
- Behavioral & emotional health
- Dialysis
- Healthcare scholarships
- The Heart Institute
- Labor and Delivery or Nursery
- Schwab Family Cancer Center
- Any specific hospital unit

Did you notice any silver plaques or other donor recognition on the walls during your hospital stay? This is our way of recognizing some of our most loyal donors, and you could have one, too!

Join us in our efforts to support the work, mission, and values of UPMC Western Maryland. We will be delighted to help you carry out any one-time gifts or long-term pledges, exactly as you wish.

Visit UPMCwesternmaryland.com and click on "Ways to Help"

240-964-8003

WMD_Foundation@upmc.edu



UPMC | WESTERN MARYLAND

12500 Willowbrook Road, Cumberland, MD 21502
240.964.7000 | UPMCwesternmaryland.com