Patient Guide

United Hospital Center's health care team is here to care for your individual needs and help bring you better health. Our nurses, physicians and other employees will work to make your stay as comfortable as possible. As one of West Virginia's largest and most progressive hospitals, we are dedicated to maintaining a superior health care center with the belief that by dedicating our total resources to this purpose, everyone benefits: our patients, their families and friends, our physicians, our employees and our volunteers.

United Hospital Center employees wear nametags to help you identify them. To assist our team with doing a better job, please tell us if you notice changes in your health or if you do not understand instructions. Always feel free to ask questions.

General Information

Chaplain/Chapel

The Chaplaincy Service staff is available to assist you if you would like to:

- speak with a chaplain
- receive the sacraments of your church
- contact your own pastor

A chaplain can be reached by calling extension 1735/1732 or by notifying your nurse. The hospital chapel, located on the first floor, is available for private prayer and reflection.

Concerns/Complaints

If you feel any concerns or complaints you have about your hospital stay are not being addressed satisfactorily by the staff, you may obtain further assistance by calling extension 1604 or dialing "0" and requesting to speak with a clinical coordinator.

Flower Delivery

Flower deliveries are made directly to your room; however, in accordance with hospital policy, patients in Critical Care are not permitted to have live floral arrangements.

Lost & Found

Please report any missing items to a nurse. Lost items may be claimed by calling Administration at extension 1600.

Newspapers

Local newspapers, as well as USA Today, may be purchased in the gift shop.

Notary Services

Notary services for Living Wills and Medical Power of Attorney are available at UHC without charge. If you require this service, ask your nurse to contact a unit secretary or clinical coordinator.

Patient Greeting/Escort Service

Hospital volunteers greet and escort patients upon arrival to and discharge from UHC. They are also available to assist patients throughout the hospital.

Environmental Services

Although your room is cleaned daily, please alert any hospital associate to spills and other problems requiring special housekeeping attention or call extension 1230.

How to Call for Assistance

If you need immediate attention or assistance, please use the call system attached at the side of the bed and a member of the nursing staff will respond.

Mail Delivery

Hospital volunteers deliver mail to the nursing units Monday through Friday. Parcels and special delivery items are delivered as they arrive. Following your discharge, any mail received will be forwarded to your home unless it is not addressed with your proper name – one that the hospital has on record. In this case, the mail will be returned to the sender.

Menu Selection

All meals are prepared by UHC's Food and Nutrition Services Department. A Food Service Galley Technician will visit you to assist with your meal selections for the next day and to answer any questions you have regarding Food Service. Trays for visitors are available upon request. (A fee is charged for this service.)

MY MENU is a system available for UHC patients to make their meal selections by using their bedside remote and television. To use the system, turn your television on and select **MY MENU**. The system will direct you through the process by using your arrow buttons and number keys on the remote. All available menu choices are listed on the paper menu, which will be given to you by your nurse once he or she receives a diet order or by the galley tech. If your physician has prescribed a therapeutic diet, the system will only allow you to select foods that comply with that diet prescription. If you have been ordered a diabetic diet or a fluid restriction, the system will also help you adhere to these prescribed restrictions. If you have questions about the system, please ask for assistance from your nurse or food service galley tech.

Reading Material

Current issues of magazines may be purchased in the Gift Shop.

Safety / Security

United Hospital Center's buildings are protected throughout with an Automatic Fire Alarm System, an Automatic Fire Sprinkler System, and Smoke Tight Compartments which are designed to

Confidentiality at UHC

Keeping your personal health information confidential has always been an important part of the care we deliver at United Hospital Center. In April 2003, a federal law called the Health Insurance Portability and Accountability Act (HIPAA) was introduced to help protect patient privacy.

Notice of Privacy Practices

Upon first admission, UHC provides each patient a Notice of Privacy Practices form that explains the hospital's role in protecting your privacy. After review of this form, each patient is asked to sign it. A copy of your form will be kept on file, and you will not have to sign a form on each visit unless information in the form has changed.

Patient Code

To help us provide health information to the people who are involved in your care, we will give each inpatient a "patient code." Anyone asking for information about your care will not be given the information unless they know the code. You will need to give your code to those people who you want to obtain information about your care. Let them know that when they ask for information about you, they will be asked to provide the code number to the staff. If they do not have the code, information – with the exception of name, location and general condition – will not be provided. It is very important that the people you give your code to not share it with anyone else without your permission. If you have any questions about UHC's privacy practices or the patient code, be sure to ask your nurse for more information.

protect occupants in-place, without the need to evacuate. In the event of a fire alarm, staff members will shut all patient room doors until the source of the alarm is identified, and the alarm is cleared by facility personnel or the Bridgeport Fire Department. During the alarm, all patients and visitors should stay in their rooms and await instructions from the hospital staff. In the unlikely event that patients and visitors need to be evacuated, the staff will relocate occupants into another smoke compartment.

UHC has a full time Security Department designed to provide a reasonable and appropriate degree of security for its patients, visitors and staff. In the event that Security services are needed, please dial “0” from any in-house telephone and request Security.

Smoke Free/Tobacco Free

UHC is a smoke free/tobacco free hospital. This policy applies to everyone at the hospital – patients, visitors, volunteers, Associates and medical staff.

Registered Nurse Case Managers & Social Workers

Our skilled staff of case managers and social workers is available to help you and your family plan and arrange for services you may need after you leave the hospital. They will work with public and private agencies to help you obtain durable medical equipment, nursing home placements, “Meals on Wheels,” and information about other available resources in the community.

Television

Your TV can be operated by using the control device located near your bed. Turn the dial to adjust the sound level. The channels can be changed by depressing the button in the middle of the control panel. For the deaf/hard of hearing, all TVs are equipped with closed caption capabilities.Ask about the availability of educational television.

Your Room

Each room is equipped with a nurse-call system, telephone, television and wireless internet – at no extra charge.

Wireless Internet Access

Enjoy the Internet through our high-speed wireless network, available through-out the hospital. Service is free and can be accessed with most properly configured wireless devices. To access our wireless network you will need your own laptop or other wireless-enabled device.

Personal Belongings

We ask that you leave your wallet, jewelry and other valuables at home or with a friend or family member.

Some items we recommend for your hospital stay include:

- pajamas or gown and robe
- nonskid slippers
- toothbrush and toothpaste
- comb/brush
- other personal toiletries
- containers for glasses, dentures or contact lenses

We ask that you limit the amount of cash kept at your bedside to $5. Please send all other cash, checks and other valuables home with a family member or friend. Another option is to check your valuables with the clinical coordinator; they will give you a detailed receipt and your belongings will be placed in a safe until your discharge. A nurse on your floor can assist you with this. UHC is not responsible for the loss of any valuables including hearing aid(s), dentures, and eyeglasses.

Online access to your medical records

MyWVUChart.com

Telephone

The Admissions' staff provided you with a card listing your room and telephone number. Please make this information available to your family and friends so they can make direct calls to you. Others who want to call can simply dial (681) 342-1641/1642 and ask for your room.

Cellular Phone Use

Cellular phones may not be used in the following areas: Critical Care, Operating Room, Recovery Unit, Emergency Department clinical areas, CT, Catheterization Lab, and Special Procedures.

Patients connected to telemetry monitors should refrain from using cellular phones or they may compromise the staff's ability to monitor them. Cellular phones can interfere with patient monitors and with the nurses' ability to see alarms.

Cellular phones may be used in all other areas.

Local calls

There is no charge for making local or toll free calls.

To make a local call: Dial "9," followed by the local number. Example: 9, 681-342-xxxx.

To make a toll free call: Dial "9," followed by the number. Example: 9, 1-800-xxx-xxxx.

To call long distance

Using a calling card

You may use your calling card by dialing "9," followed by the number listed on your card, Example: 9, 1-800-CALL-ATT.

Charging call to a credit card

When patients want to call long distance, and don't have a cell phone or a long distance calling card, please call the UHC operator for instructions by dialing "0".

To call the hospital operator

Dial "0".

TDD/TTY

TDD/TTY services for the deaf/hard of hearing are available at UHC. If you would like this service, please have a nurse on your floor notify a clinical coordinator.

UHC's TDD/TTY number is 681-342-1005.

Important Phone Numbers

Admissions – Central Registration	681-342-1700
CancerLine	1-800-924-2083
Chaplaincy	681-342-1735
Diabetes Education	681-342-1862
Gift Shop	681-342-1633
Home Health	304-624-2424
Hospice	304-624-2424
Laboratory	681-342-1500
Patient Information (room/phone numbers)	681-342-1641
Patient Safety Issues/Concerns/Complaints	681-342-1604
Physician Referral	1-800-607-8888
Rehabilitation Services	681-342-3790
Sleep Disorders	681-342-3290
Social Services	681-342-1670
TTY/TDD for deaf/hearing impaired	681-342-1005
United Transitional Care Center	681-342-5100
Volunteer Services	681-342-1630
Wound Center	304-842-1034

24 Hour Suicide Hotlines In a crisis situation please call

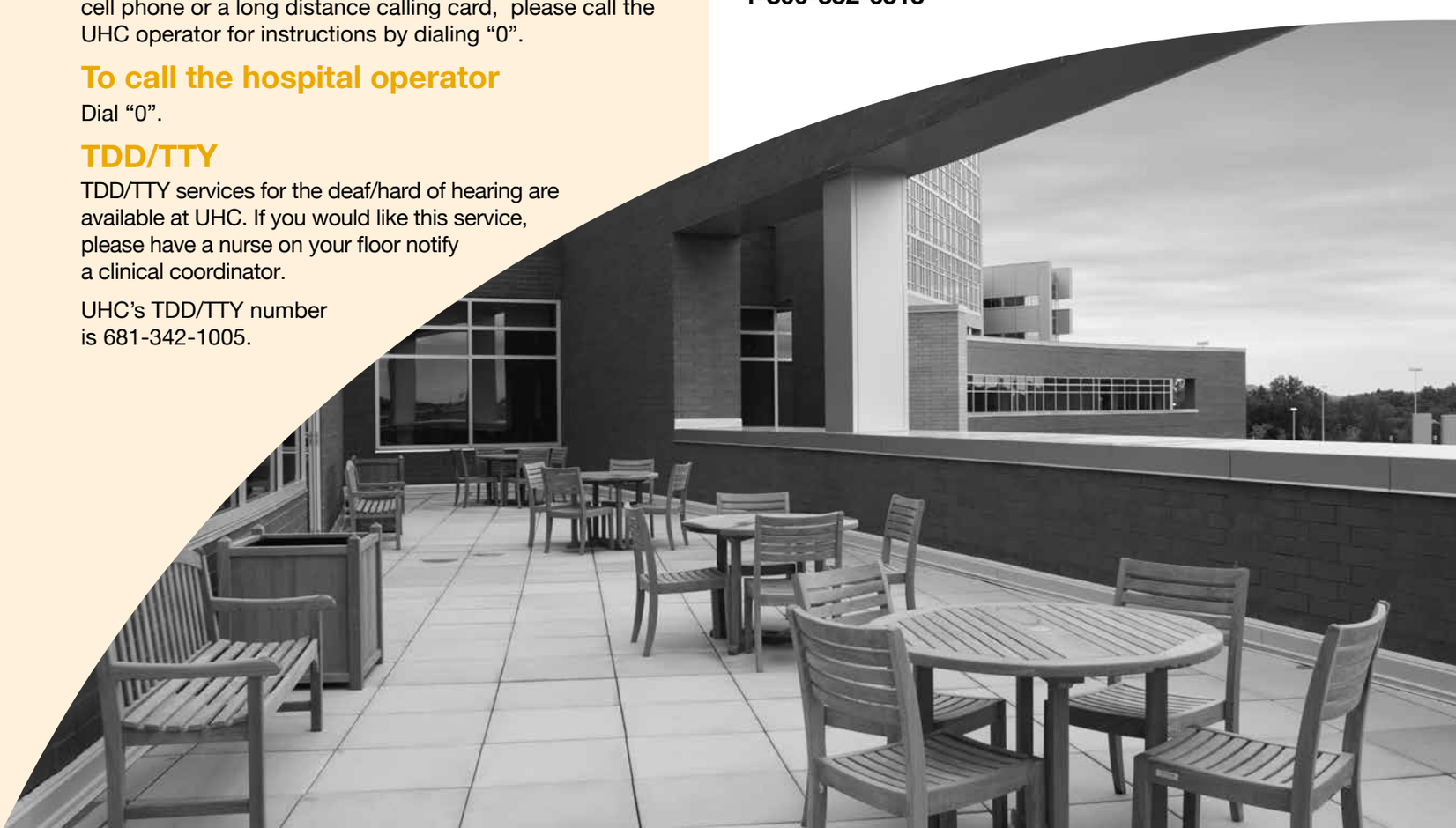
911 or 1-800-SUICIDE (1-800-784-2433) or
1-800-273-TALK (1-800-273-8255)

United Summit Center Crisis Hotline

1-800-SUMMIT-0 (1-800-786-6480)

24 Hour Statewide Hotline to Report Abuse or Neglect For an Adult or Child

1-800-352-6513



Visitors

Visitors play an important part in helping patients feel better and get well. **At UHC our general visiting hours are 9 a.m. to 9 p.m.** However, special visiting policies and more limited visiting hours exist for areas such as the Critical Care and United Transitional Care Center (UTCC) due to the nature of the patient's medical condition. Obstetrics observes "Quiet Time" from 2:30 p.m. to 4:30 p.m. Please speak with a nurse regarding visiting hours in special care areas.

We ask that visitors:

- be free from illness such as colds/flu
- observe our no-smoking policy
- observe UHC's cell phone policy (see page 2)

We also ask that you speak with a nurse before bringing a child to visit, as there may be concerns about communicable disease or patient confidentiality that need to be addressed. All children should be accompanied by a parent while visiting UHC.

Banking Machines

Automated banking teller (ATM) is located on the first floor in the vending/ATM area.

Coffee Shop

Alatte' Java is located off the main lobby beside the Gift Shop. The hours of operation are Monday - Friday, 6:30 a.m. - 6:30 p.m. Alatte' Java is closed on holidays. The menu features Starbucks beverages and our own freshly baked muffins and cookies as well as an assortment of candies snacks, sandwiches and desserts.

Restaurant

The Garden View Cafe is located on the garden level. It is open seven days a week, 6 a.m. to 8 p.m. and 1 a.m. to 4 a.m., and offers a varied menu.

Flowers

Call 681-342-1633 or visit the UHC Gift Shop concerning floral arrangements.

UHC Gift Shop

The Auxiliary to United Hospital Center operates a gift shop located on the first floor from 9 a.m. to 4 p.m., Monday-Friday. Proceeds contribute to funding for UHC services.

Overnight Visitors/ Courtesy Rooms

Overnight arrangements may be made for the immediate family of critically ill patients and for out-of-town patients (i.e. radiation oncology) whose treatment program requires that they be in Bridgeport overnight. For information, contact a nurse on your unit.

Parking

There are three parking lots for patients and visitors at the new United Hospital Center.

1. Patient/Visitor Parking Lot - located directly in front of the hospital. This lot is designated for patients and visitors as well as the volunteer auxiliary of the hospital.

2. Cancer Center Lot - located at the south end of the hospital by the Cancer Center. This lot is designated for Cancer Center patients and family.

3. Emergency Center Lot - located at the north end of the hospital by the Emergency Department. This lot is designated for Emergency Department patients and family.

Public Telephone

A pay telephone is located on the first floor by the information desk.

Rest Rooms

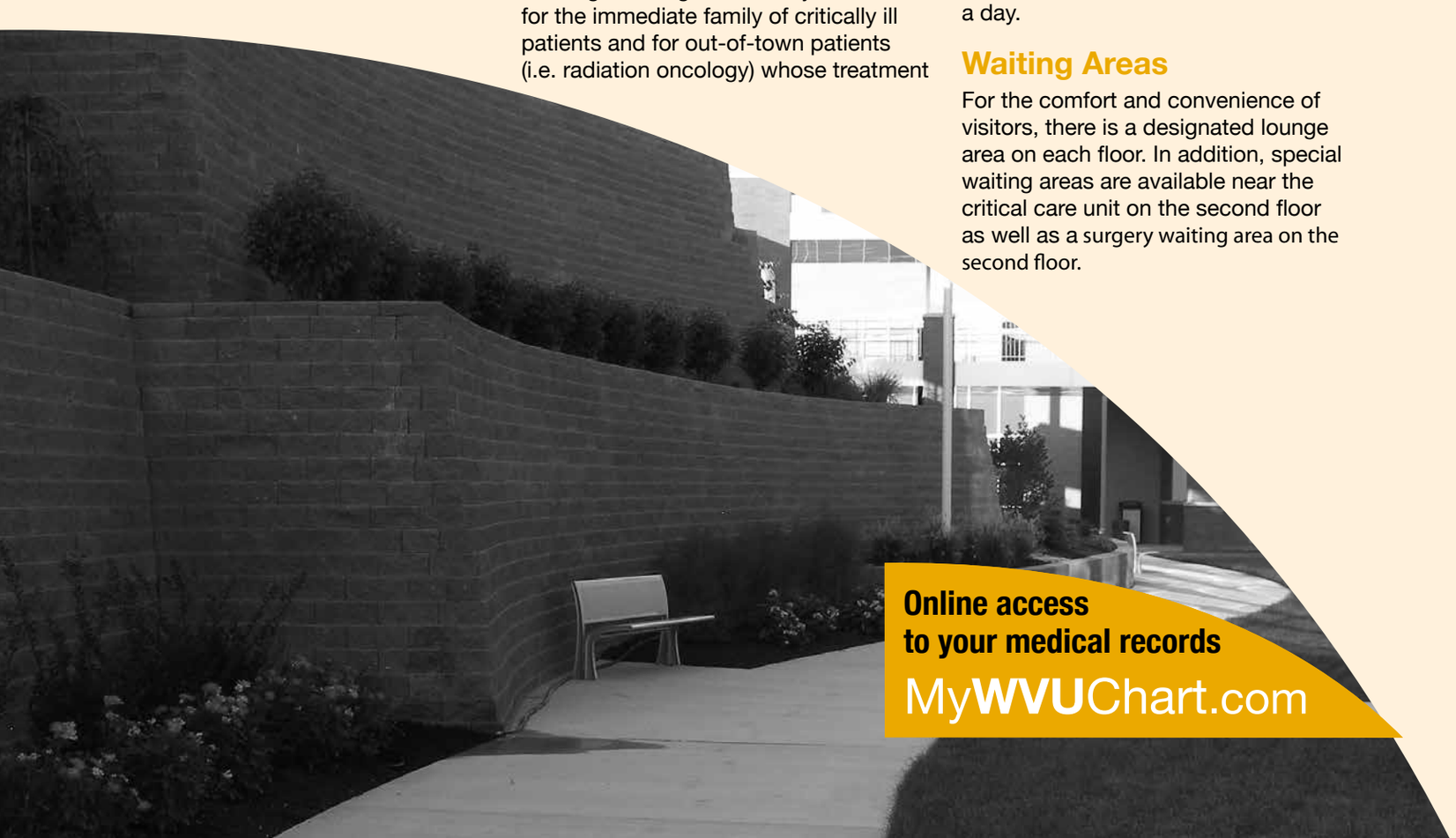
Rest rooms for visitors are located on each floor. Visitors should not use rest rooms in patient rooms.

Vending Machines

Snack and soda machines are located on the first floor in the vending/ATM area. The vending area is open 24-hours a day.

Waiting Areas

For the comfort and convenience of visitors, there is a designated lounge area on each floor. In addition, special waiting areas are available near the critical care unit on the second floor as well as a surgery waiting area on the second floor.



Online access to your medical records

MyWVUChart.com

On the Nursing Units

Gloves, Masks & Goggles

The nursing staff, at various times, will be wearing gloves, masks, and/or goggles during patient care. Please do not be alarmed at this practice. It is for mutual patient and staff protection.

Tests & Procedures

There may be delays with your scheduled tests or procedures when unexpected emergencies occur. Staff will inform you should a delay occur. Some diagnostic imaging tests are not on a timed schedule. Therefore, it is difficult for the staff to give you an exact time for these tests and procedures.

Restraints

As a Medicare provider, UHC is required to follow federal rules that place strict limits on the use of measures that restrict a patient's freedom of movement. This includes any type of restraint unless ordered by a physician to protect a patient from hurting himself or others. Restraints may include medications as well as wrist, ankle, vest restraint and even include lower bed rails if they are being used to restrict a patient's freedom of movement.

Many patients in hospitals are at a high risk for falls. Hospitals in the past might have restrained these patients in order to prevent falling, broken bones or injury. However, because of these regulations, these patients will probably not be restrained now. Lower bed rails will not be up.

We want you to be aware that UHC cannot provide constant oversight of every patient. We welcome and encourage patients' families to participate in the care and support of patients to help us prevent falls and other accidents. If a patient has any habits that make him prone to confusion or wandering, it is important that the patient's nursing staff be informed. A family member is welcome to stay with a loved one. We know that falls and accidents occasionally happen in the hospital but we believe that if family, the patient, the physician and the staff of the hospital work together we can try and avoid these unfortunate accidents.

Helping Prevent Falls

Upon admission a nurse will complete a fall risk evaluation to determine if you are at risk for falling while in the hospital, and a safe environment will be maintained in the following ways by your staff:

- Orient you to your room upon admission and throughout your stay as needed.
- Use the upper bed rails.
- Make sure the bed is in low position and the brakes are working properly.
- Remove any unnecessary furniture that could cause you to fall.
- Make sure that access to the bathroom is free of furniture and clutter.
- Make sure that there is proper lighting in your room at all times and especially at night.
- Clean all spills up as soon as they happen.
- Answer your call bell promptly.
- Make sure that all items you use are within easy reach (water, wastebasket, urinal, etc.)
- Offer to take you to the bathroom frequently and if needed set a schedule for night toileting.
- Involve your family members as much as possible.
- You should not use the over bed tables to lean on because they have wheels and will roll when you lean on them.
- You should not take the telephone across the room as it could cause you to trip and fall.
- At night, if the staff deems it necessary, an alarm may be turned on to remind you not to get out of bed by yourself.

Please feel free to express any concerns or questions you may have to the staff about your safety or care.

Discharge

Once you have reached your recovery, you will be discharged. This process involves a moderate amount of paperwork. Please be aware that it will take approximately one (1) hour to complete paperwork once your doctor notifies the nursing staff that you can go home, knowing this will prevent your family or friend from having to wait before you can be discharged.

A nurse will also explain how to take care of yourself at home, and you will be escorted in a wheelchair from your room to the main entrance.

Employee Recognition Programs at UHC

If you would like to recognize a UHC employee for "going above and beyond," the following programs are available:

- GEM Award
- Reward, Recognition and Reinforcement (RRR) Program

You may obtain more information on these programs and/or forms to nominate an employee from the Human Resources Department located on the garden level of UHC or by calling 681-342-1650. Additionally, a letter from you recognizing an employee may be used in place of the form.

Online access to your medical records

MyWVUChart.com

Patient Safety

Patient Identification

Safety is a primary concern for all our patients. This concern begins on admission with a series of questions that are asked of you or your family. It is important for these questions to be answered as accurately as possible. Some of these questions include your current health status, past health history, ability to care for yourself and any medications you may be taking.

As part of this process, you will be issued one or more armbands to wear during your hospital stay. Please keep these bands on at all times, as they identify who you are, indicate to the nursing staff any special precautions, the presence of allergies and what to do if an emergency arises with your health. You should be asked to state your name and birthdate by various hospital departments for verification purposes.

More on Patient Safety

Hospitalization can be frightening and overwhelming because you as a patient do not feel in control of your situation. We encourage you to gain some control of the situation by:

- Becoming an active participant in your care;
- Making sure you understand the tests that are to be completed and why they have been ordered;
- Keeping a list of medications you are taking and any allergies you may have;
- Discussing any changes of your medications or treatments with your care providers.
- You or your family should report to your nurse any symptoms or concerns about your care. The hospital encourages the patient and/or family to seek assistance if they believe the patient's condition is changing or worsening. A Rapid Response Team is available as a resource for you and your nurse to assist in assessing symptoms and early interventions to help avoid life-threatening events.

Safety Measures Used for Surgical Patients

For your safety, you will immediately receive an identification band upon entry to United Hospital Center. This band will be worn throughout your hospital stay and will identify you using specific information, including your name and birth-date. Healthcare personnel will identify you prior to any treatment or procedure by asking you to state your name and date of birth and verify it by matching the information on the ID band or other documents. The hospital will actively involve you and, as needed, your family in the identification and matching process.

Also, for your safety, the staff will ask you the same questions many times. They will ask: who you are, what kind of surgery you are having and the part of your body to be operated on. They will also double-check the records from your doctor's office.

A health care provider will mark the spot on your body to be operated on. Make sure they mark only the correct part and nowhere else. This helps avoid mistakes. Prior to surgery a "time out" is called. This means that all of the people in the operating room agree that they are doing the right surgery on the right body part on the right person.

Every effort is made to prevent surgical infections. While the risk of developing an infection after your surgery is small, we feel it is important to tell you some of the steps United Hospital Center takes to prevent them. Generally, patients are asked to take a shower with a special soap that kills germs. Skin preparation takes place just prior to your surgery. Hair around the surgical site may be removed with clippers. The nurse in the operating room also washes the area to be operated on with a special solution that kills germs and prevents germs from growing back for up to six hours. Your operation site will be surrounded with sterile linens that will not allow germs near the area. The doctors and nurses will be wearing special clothing such as gowns, masks, shoe covers, hair covers and gloves to keep you from getting their germs. Every instrument used in your surgery has been specially prepared to be free of germs. Antibiotics are not needed for all surgical procedures but your doctor may order them at the beginning of surgery to prevent germs from growing in the wound after surgery. The best way to treat an infection is prevention.

Personal Hygiene

The UHC staff strives to provide the best care possible for our patients. We aim to provide the safest, germ free environment that we can. This includes the personal hygiene and oral care of our patients. We offer these simple hints for patients and visitors.

Cough Etiquette

Cover your mouth and nose.

Many diseases are spread through sneezes and coughs. When you sneeze or cough, the germs can travel three feet or more. Cover your mouth and nose to prevent the spread of infections to others.

- Use a tissue. Keep tissues handy at home, at work and in your pocket. Be sure to throw away used tissues and clean your hands after coughing or sneezing
- If you don't have a tissue, cover your mouth and nose with the bend of your elbow or hands. If you use your hands, clean them right away.

Hand Washing

- Hand washing is one of the best ways to keep disease from spreading.
- Wash your hands before you eat or handle food.
- Always wash your hands after using the restroom.
- To help prevent the spread of bacteria, wash your hands often. Use plenty of soap and water and clean between your fingers and under your nails. Rinse well.

Nail Care

- Cut your toenails straight across and trimmed to just about the tip of your toe. Do not cut the corners.
- Check with your doctor about proper nail care if you have diabetes or vascular disease or are unable to take care of your nails.
- Keep your nails trimmed and filed.

Oral Care

- Keeping your mouth clean keeps your teeth and gums healthy.
- Brush your teeth after each meal using a soft brush and fluoride toothpaste.
- Floss at least once a day between each tooth, unless instructed not to floss. Unwaxed floss is preferred.
- Visit your dentist every six months.

Skin Care

- Taking a bath helps keep your skin clean and healthy.
- Take a shower or tub bath at least two or three times a week.

Safe Medication Use

As a patient or family member, you are part of the health care team. You share the responsibility for safe medication use.

Medications can cure disease and alleviate symptoms. They can relieve pain. They make it possible for people with long-term illness to lead healthier lives.

Medications are also powerful chemicals. It is essential that they be properly used. This means that every patient must receive the right medication, in the right amount every time.

Your doctor, nurse and pharmacist work together to select the medication that's best for you – prescribe the correct dosage, dispense the product correctly and label it clearly. It's also their job to tell you what you need to know about your medications and to answer questions. In addition, barcoding of the medication and your armband assures added safety. Once you've started taking the medication, they should make sure it is working and that you are not having any serious side effects.

As much as you trust your care provider's knowledge and judgment, you owe it to yourself and your family to learn as much as you can about medication use.

In The Hospital

While you are hospitalized, you may not be feeling strong enough to take an active role in medication use. Often it's family members who provide the comfort and support needed to promote your return to good health. In either case, you rely on the hospital staff to ensure that medications are administered correctly and on time.

UHC is deeply aware of this responsibility to patients and families. We have systems of checks and balances in place to make sure that medications are used safely and effectively. Each medication order is checked and double-checked by pharmacy and nursing staff, and medication records are maintained on computer systems.

Even during this critical time, however, you can do things to help ensure safe medication use. If you are too ill or tired, your family member or caregiver may be able to help. For example:

• When you are admitted to the hospital, bring a list of the medications you are taking. If there isn't time to make a list, bring the medications, including herbals and over-the-counter products. Keep them in their containers.

• Before each procedure is done or medication given, always make sure that the hospital personnel calls you by name, checks your birth date and checks your wristband(s).

• Each time a new medication is prescribed, make sure that the doctor, nurse or pharmacist answers the questions listed under "Things you should know about your medications." Ask to see what the medication looks like (for example, the shape and color of tablets and capsules, or the color of liquids and intravenous medications) and how often is it administered.

• Always have your nurse open your medication in your presence.

• If a nurse comes to replace an I.V. solution or administer a medication, ask what it is for. If a dose is not administered on time, ring the nursing station. If the nurse gives you a green tablet and you think it should be orange, question it.

In some cases, the answers are simple. For example, if you've been taking a brand-name product at home and the hospital uses a generic product, the color or shape of the tablet may be different. In other cases, asking questions can prevent a medication error.

Things you should know about your medications

1. What are brand and generic names of the product?
2. What is the purpose of the medication?
3. What does the medication look like?
4. What is the dosage?
5. How should I take this medication?
6. How often should I take this medication? What should I do if I miss a dose?
7. Does this medication have any side effects? What are they? What should I do if they occur?
8. Does this medication interact with any other medications? With foods? What are these interactions, and what should I do if they occur?
9. Does this medication replace anything else I am taking?
10. How should I store this medication?

Teamwork Pays Off

Taking an active role in safe medication use has many advantages. Not only will it help prevent medication errors, it will also make you a more informed health care consumer. Your doctor, nurse, and pharmacist welcome your involvement. Teamwork has advantages for everyone.

Infection Prevention and Control

Infection Control at UHC has the goal of preventing infectious disease transmission. This is accomplished by:

Isolating Patients – There are five types of isolation: Droplet, Enhanced Droplet, Airborne, Contact, and Contact II. Health care workers utilize personal protective equipment (such as masks, gowns, goggles, and protective helmets) as a barrier between them and the infectious patient. A sign will be placed below your room number so staff and visitors know which protective equipment to use. This decreases the potential exposure and transmission risk.

Hand washing – Hand washing is the #1 prevention method to stop infectious disease transmission. Health care providers come into contact with lots of bacteria and viruses. So before they treat you, we encourage you to ask them if they have cleaned their hands. Health care providers should wear clean gloves when they perform tasks such as taking throat cultures, taking blood, touching wounds or body fluids. It is ok to ask them if they should wear gloves. Hand washing is part of our daily living and in health care it is very important that we be extremely diligent in this process. We appreciate your assistance.

Education

If you are identified as having Multi Drug Resistant Organism, education will be provided to you by a health care provider.

Organ Tissue Donor

You could give someone a chance to celebrate another holiday; graduate high school; or share a laugh with family and friends. The Center for Organ Recovery & Education (CORE) has prepared this information to address your questions about how easy it is for you to commit to being an organ and tissue donor. If you have additional questions or would like to schedule a free educational program, please contact CORE at 800-DONORS-7.

What is CORE?

CORE is the not-for-profit agency that manages the organ and tissue donor program for western Pennsylvania, West Virginia and a small portion of New York. Within this region, CORE works with a network of 155 hospitals to provide the organs, tissue and corneas for transplantation. In addition to offering families the opportunity to donate, CORE coordinates the surgical recovery efforts, computerized matching of donated organs and placement of corneas. CORE also is devoted to heightening understanding about organ and tissue donation.

How does CORE know if I am a donor?

Hospitals within CORE's region must call CORE with every death. If the potential for donation exists, CORE will check the state license registry for a donor designation or CORE's internal registry for a donor card. CORE then will have a specially trained staff member talk with the family.

What can be donated?

The heart, liver, kidneys, lungs, pancreas, stomach, and intestines are the organs that may be donated. In addition to skin, the corneas, tendons, and bones in the arms or legs, are the tissue that may be donated. Heart valves and veins also may be donated to aid others, including those undergoing heart bypass. If the organs and tissue cannot be donated for transplant, you still could have the chance to help others through education and research to find cures for arthritis, diabetes, skin disorders, cancer, and many other illnesses.

Who can be a donor?

Anyone can make the decision to be a donor. Few illnesses prevent donation, and the ability to donate is determined at the time of death on a case-by-case basis.

Is there any charge to my family for donating?

No. Your family nor your estate will pay for anything related to donation.

If I donate, can I still have an open casket?

Yes. Donating organs and tissue does not interfere with viewing or funeral arrangements. One organ, tissue and corneal donor also may provide renewed health for 200-400 people.

If I am in an accident and the doctors see my donor card, will they still work to save my life?

Yes. Paramedics, doctors and nurses will do everything to save your life. In fact, the medical team treating you is separate from the medical team that CORE provides for organ and tissue recovery.

If I die of a heart attack, can I be an organ donor?

For traditional organ donation, a person needs to be in a hospital, on a ventilator, pronounced brain dead. If someone dies of a heart attack, that person may donate tissue and corneas, but not organs.

What is brain death?

Brain death results most often from severe head injuries caused by strokes, motor vehicle accidents, shootings, acute allergic reactions or other illnesses. When the injury or illness permanently cuts the blood and oxygen supply to the brain, the brain stops working. If the brain no longer functions, the body also will stop working.

How is it decided who receives organs?

Donated organs are given to patients based on: the match between the donor and intended recipient's height, weight and blood type; medical urgency and time on the waiting list. A person's wealth, age, race and gender do not affect who receives organs.

Does my religion support donation?

Yes. Major organized religions support donation, considering it a kind act.

Can my family override my decision?

No. Though CORE always will talk with the family before proceeding with a recovery, a donor designation or signed donor card are legally binding for people 18 and older. The family cannot override the decision. If someone is under 18 or in the absence of a donor designation or signed donor card, the family will make the decision regarding donation.

How can I register to be a donor?

You may place the donor designation on your driver's license/state identification card or complete the donor card included with this information. The top portion of the card should be kept in your wallet, the bottom portion returned to CORE. Your wishes then will be entered into the CORE Donor Card Registry.

Imagine...

… your nephew's diabetes has robbed him of sight and his only hope to see again is a corneal transplant.

… your mom's high blood pressure is out of control and she now requires a kidney transplant.

…your friend has an inherited liver disease and the only option for survival rests with a liver transplant.

…your child has a broken arm that a cast won't heal and the only answer is to repair it with donated bone.

By saying "yes" to donation, you have chosen to be a partner for life in the effort to give others a chance for renewed health through donation and transplantation.

CORE
800-DONORS-7
www.core.org

Uniform Anatomical Gift Card

Please place this card in your wallet.

In the hope that I may help others, I hereby make this gift for the purpose of transplant, medical study or education, to take effect upon my death.

I, _____, give any needed organ or tissue.

Special wishes: _____

Date: _____ DOB: _____ Signature: _____

Witness: _____ Witness: _____

Uniform Anatomical Gift Card

Return this card to CORE/204 Sigma Drive/Pittsburgh, PA 15238.

In the hope that I may help others, I hereby make this gift for the purpose of transplant, medical study or education, to take effect upon my death.

I, _____, give any needed organ or tissue.

Special wishes: _____

Address: _____

Date: _____ DOB: _____ Signature: _____

Witness: _____ Witness: _____

Thank you!

About Your Hospital Bill

United Hospital Center's billing department will file your medical insurance claim. If you are not covered by insurance, arrangements for the payment of your bill should be made with **Patient Accounting.** Each patient is ultimately responsible for payment of all services rendered. If you would like an itemized statement, please contact **Patient Accounting** and one will be mailed to you.

You will receive a separate bill each time you visit the hospital. This means that you may have several open accounts at one time. We encourage you to contact a patient account representative and request the accounts be combined into one account. This will simplify the payment and record keeping of your account.

Certain physician fees, such as those charged by the physician who interpreted your x-ray or administered anesthesia during surgery, EEG interpretations, EMG conductions, stress tests, Holter Monitor interpretations, emergency department physician fees and radiation oncologist fees are not included in the hospital bill. You will receive separate statements from the physician for these services as well as separate statements from your personal physicians and/or consulting physician.

If you have any questions concerning your bill, please feel free to call 855-778-2922. You should contact the organizations listed if you have questions concerning fees from your anesthesiologist, emergency department physician, and radiologist or radiation oncologist.

Patient Account Representative

For your convenience, the Patient Account Representative's office is located in the hospital's main lobby on the first floor. You or a family member are welcome to visit the office to obtain information on insurance coverage or any other questions you may have concerning the payment of your bill.

University Health Associates
Department of
Emergency Medicine
1-800-541-4009

Radiation Oncologist
Patient Accounts
681-342-1824

Radiological
Physician Associates
1-866-338-6463

Anesthesia Services
1-800-541-4009

United Hospitalist Physicians
304-285-7100

Online access to your medical records
MyWVUChart.com

POLICY: At UHC concern for the rights and dignity of every patient is a high priority and an expectation of every associate. The hospital also expects responsible behavior from patients and visitors in order to assure quality care and respect for all concerned.

PURPOSE: The purpose of this policy is to set forth reasonable expectations of the relationships between UHC, its patients and their visitors and to encourage the patient's participation in his or her care.

Patient Rights Responsibilities

ACCESS TO CARE

Individuals shall be accorded impartial access to treatment or accommodations that are available and medically indicated regardless of race, color, creed, sex, national origin, religion, or source of payment. Appropriate care will be provided without regard to whether or not patients have completed advanced directives. Information on the extent to which the hospital is able, unable or unwilling to honor wishes is given upon admission if the patient has an advance directive.

RESPECT AND DIGNITY

Patients have a right to considerate, respectful care under all circumstances with recognition of the patient's personal dignity. Such respect includes consideration of the patient's religious, social, cultural and personal values, beliefs and preferences. The hospital allows patients to keep and use personal clothing and possessions unless it infringes on others' rights, is medically or therapeutically contraindicated.

PRIVACY AND CONFIDENTIALITY

Patients shall be given every consideration of privacy both in their treatment and care and in the communication of their medical and financial information. This includes reasonable physical privacy during examinations, interviews and care, and access to information only for those directly involved in the patient's care. The environment will support the positive self image of patients including sufficient storage space to meet their personal needs.

SAFETY AND SECURITY

Patients have the right to protection from mental, physical, sexual and verbal abuse and exploitation from staff, students, volunteers, other patients, visitors or family members. The hospital has a safe available to secure personal items. UHC is not responsible for personal items unless specifically given to a UHC staff member to be locked in the hospital safe. Patients/families are encouraged to have personal belongings taken home.

IDENTITY

Patients have the right to know the identity and professional status of individuals providing services and to know which physician or practitioner is primarily responsible for their care.

INFORMATION AND COMMUNICATION

- *Telephone & Mail Service* – Patients have access to telephone and mail services throughout their stay.
- *Treatment Information* – Patients have a right to receive from their attending physician complete and current information concerning diagnosis, treatment and current prognosis in terms the patient can reasonably be expected to understand. This includes the right to an interpreter or other appropriate means of communication when language or physical handicap would hinder communication. This also includes the right to review your medical record with your physician and to have the information explained, except when restricted by law. Patients and when appropriate their families, are informed about the outcomes of care, treatment and services including unanticipated outcomes. Patients have the responsibility to ask questions or acknowledge when he/she does not understand the treatment course or care decision.
- *Organ & Tissue Donation* – Patients have the right to information, education and participation in organ and tissue donation.
- *List of patient advocacy groups is available on request*.

CONSENT AND PARTICIPATION IN CARE

Patients have a right to reasonable informed participation in decisions involving their care, including decisions regarding the initiation and the withdrawal of life-sustaining treatment. This participation should be based on a clear, concise explanation of the patient's condition, the risks and benefits of the treatment, and the alternatives to treatment. Procedures should only be performed with the voluntary and competent consent of the patient or the patient's legally designated representative. If the patient is not capable of making such decisions, their health care providers will honor their wishes as expressed in any advanced directive such as the living will or medical power of attorney to the extent permitted by law and hospital policy. UHC involves the patient's family in care, treatment and service decisions to the extent permitted by the patient or legal representative.

MANAGEMENT OF PAIN

Patients have a right to adequate pain management, including the right to information about pain relief options from their physicians and nurses. The patient has a right to participate with their physician in the process of measuring their pain.

REFUSAL OF TREATMENT

Patients have a right to refuse care, treatment and services within the limitations of the law, without jeopardizing other care and services provided by UHC. Patients are responsible for their actions and condition when exercising such rights. When such refusal compromises professional standards of care the physician or practitioner, upon reasonable notice, may terminate the relationship. When the patient is not legally responsible, their healthcare providers will honor their wishes as expressed in an advance directive and with the surrogate decision maker as allowed by law to refuse care, treatment and services on the patient's behalf.

CONSULTATION

Physician – Patients have the right to request the consultation of another physician when desired.
Pastoral/Other Spiritual – UHC accommodates the right to pastoral and other spiritual services for patients.

RESEARCH

Patients have a right to be informed of any human experimentation, research, or educational project involving their care and treatment. The patient may refuse to participate in any of these activities without compromise to their ongoing care needs.

CONTINUITY AND TRANSFER

Patients have the right to be informed of the need for and the alternatives to transfer to any other facility, including the right to request a transfer to another facility. Patients also should expect to be informed by their physician or other practitioners of any continuing healthcare requirements following discharge from the hospital.

CHARGES

Regardless of the source of payment, patients have a right to request and receive an itemized explanation of the bill for services rendered in the hospital. Patients also have a responsibility for prompt attention to their hospital bill or other hospital related financial commitments.

continued on page 12

Patient Rights continued from page 11

CONTINUITY AND TRANSFER

Patients have the right to be informed of the need for and the alternatives to transfer to any other facility, including the right to request a transfer to another facility. Patients also should expect to be informed by their physician or other practitioners of any continuing healthcare requirements following discharge from the hospital.

CHARGES

Regardless of the source of payment, patients have a right to request and receive an itemized explanation of the bill for services rendered in the hospital. Patients also have a responsibility for prompt attention to their hospital bill or other hospital related financial commitments.

HOSPITAL RULES AND REGULATIONS

Patients and their visitors have a right to be informed of rules related to their care and conduct, and they have an obligation to abide by such rules that are in place to support quality care for patients and a safe environment for all individuals in the hospital.

PROVISIONS OF INFORMATION

Patients have the responsibility to provide, to the best of their knowledge, accurate and complete information regarding present symptoms, past illnesses, medications and other matters related to their care. The patient is also expected to communicate any changes in his/her condition to the responsible practitioner including risks, information on service needs and expectations. You or your family should report to your nurse any symptoms or concerns about your care. The hospital encourages the patient and/or family to seek assistance if the patient condition is changing or worsens. A rapid response team is available as a resource for you and your nurse to assist in assessing symptoms and early interventions to help avoid life-threatening events. Patients have a right to access, request amendment to and receive an accounting of disclosures regarding his/her own health information as permitted under applicable law including advance directives.

COMPLIANCE WITH INSTRUCTIONS

Patients are responsible for following the treatment plan recommended by the practitioner directing their care, including instructions of nurses and allied health personnel as they carry out the practitioner's instructions and enforce applicable hospital policies.

RESPECT

Patients and their visitors are responsible for being considerate of the rights of other patients and hospital associates, including the control of noise, smoking and number of visitors. Patients and hospital staff and licensed independent practitioners have the responsibility to support mutual consideration and respect by maintaining civil language and conduct in interactions with one another.

VISITATION

Patients generally have the right to receive or restrict visitors, whether a spouse, another family member, a domestic partner (including same-sex domestic partner), a friend, or clergy member. This right is subject to clinically or administratively necessary limitations that may be reasonably placed on such rights. UHC will not restrict visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability. UHC wants all visitors to enjoy full and equal visitation privileges consistent with patient preferences and legitimate regulation.

Primary supporting visitors will generally be able to visit anytime during the patient's hospital stay based upon the patient's wishes or, if applicable, the direction of the patient's support person. These primary supporting visitors are those who are determined by our staff to be needed and who are particularly willing and encouraged to be involved in the patient's care as well as to provide assistance and comfort to the patient. They are encouraged to notify staff when they have concerns about the patient's condition or any changes in the patient's condition. They may be informed that a Rapid Response Team is available as an additional resource to assist in assessing for significant changes in symptoms and to provide early intervention to help avoid life-threatening events. Examples of how such a primary supporting visitor can benefit the patient include calming a confused patient or notifying staff when a patient is attempting to disrupt a treatment or therapy.

WHEN PROBLEMS ARISE

Patients have a right to be informed of the mechanisms available for communicating, becoming involved in and resolving concerns, problems and suggestions related to their care. Patients have a right to pursue the resolution of problems without reprisal or an adverse affect on their care.

ASKING QUESTIONS

Patients are responsible for asking questions when they do not understand what they have been told about their care or what they are expected to do. This includes expressing concern over the ability to follow the plan of care.

ACCEPTING CONSEQUENCES

The patient and family are responsible for the outcomes if they do not follow the care, service or treatment plan.

ETHICAL DECISIONS AND ISSUES

In the course of your treatment you and your family may be faced with making important treatment choices. We respect your right to make such decisions based on the available medical information as well as on your personal beliefs and values. In order to make informed and appropriate decisions we suggest you consider these issues:

- Do you have the information you need to make the decision?
- Have you designated someone to make decisions about your care in case you are unable to do so (advanced directives)?
- Have you expressed to your physician and family your wishes about prolonging care should you become terminally ill?
- Do you need further clarification of the issues involved or help in thinking through your decision?

ASSISTANCE IS AVAILABLE

- If you have not completed an advanced directive (a Living Will or Medical Power of Attorney) and wish to do so, please ask your nurse for assistance. The hospital will honor advanced directives in accordance with law and regulations and the hospital's capabilities.
- A hospital chaplain is available to discuss the religious and ethical issues of your decision. The hospital chaplain will also contact your own minister, priest or religious representative at your request.
- UHC's Ethics Committee is also available to assist you, your family and your physicians in thinking through these issues. The Ethics Committee is comprised of various health care professionals such as physicians, nurses, chaplains, social workers and psychologists and is consulted in situations involving particularly difficult ethical decisions. To involve the Ethics Committee discuss your desire with your physician or nurse.

RESOLVING PROBLEMS

The staff at UHC recognizes that problems may arise in the course of your treatment. It is our goal to resolve problems as quickly and satisfactorily as possible. Also, we invite both your positive and negative feedback as it assists us in improving the care we provide. The patient can freely voice, report problems and complaints and recommend changes without coercion, discrimination, reprisal, and unreasonable interruption of care, treatment or services. If you have a problem, suggestion or need to discuss your care with someone you may:

- Ask to speak to the manager of the department involved.
- If a problem or complaint is not resolved to your satisfaction by the staff on hand you may file a patient grievance by calling the Risk Manager at extension 1604 and you are entitled to receive a written response to that grievance.
- Call the hospital switchboard operator after normal hours and on weekends.
- File a complaint with West Virginia Office of Health Facility Licensure and Certification, 408 Leon Sullivan Way, Charleston, WV 25301, (304) 558-0050; Livanta LLC, BFCC-QIO Area 5, 10820 Guilford Road, Suite 202, Annapolis Junction, MD 20701-1105, Phone: 1-888-396-4646, TTY: 1-888-985-2660; The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181, (800) 994-6610. At www.jointcommission.org, using the "Report a Patient Safety Event" link in the "Action Center" on the homepage of the website. By Fax to 630-792-5636.

For more information on how to contact the above agencies, call the Risk Manager at extension 1604.

NONDISCRIMINATION STATEMENT

WVU Medicine United Hospital Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. WVU Medicine United Hospital Center does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Translation Services

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-681-342-3240.

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 1-681-342-3240.