



A GUIDE TO

# Your Hospital Stay



**UPMC** | WESTERN MARYLAND



## WELCOME LETTER FROM MICHELE MARTZ, PRESIDENT

Welcome to UPMC Western Maryland and thank you for trusting us with your care.



At UPMC Western Maryland, we know that quality is more than state-of-the-art clinical services and advanced technology – quality is treating our patients with care and compassion, listening to their ideas, and using their feedback to improve our services. We also know that hospital stays can be stressful, so we have developed a few ways to help you feel as comfortable as possible.

During your stay, you can expect to be visited by a nurse leader, who manages all staff members on your unit. We call this **nurse leader rounding**. This visit will take less than 5 minutes and helps us to be sure that your care needs are being met. You will also see our nurses doing **bedside shift report**, which is when the nurse going off duty meets with you, your support persons, and the nurse coming on duty who will start taking care of you. Please use these opportunities to ask questions and share any concerns or suggestions you may have.

You will also see a white board in your room called the **communication board**, which is a tool we use to help keep you updated on the important details of your care during your stay. This will list things such as your room number, diet, activities, upcoming tests, and the names of your care team members. Every day, we will also give you a printed document called **My Daily Plan of Care** that will list your scheduled procedures, tests and lab results, and medicines. We encourage you to share this care plan with your support persons.

Your feedback is important to us as it guides how we care for our patients. **Nurse leader rounds, bedside shift report, communication boards** and **My Daily Plan of Care** are ways for you to tell us about your needs and share any concerns you may have about your care.

After you leave the hospital, **you may receive a survey through mail or email** that will ask you questions about your stay. I would like to personally request that you please take a few moments to complete this survey to let us know how we did. Your input is very important in our efforts to give our patients and support persons the best possible experience.

I want to personally thank you for choosing UPMC Western Maryland and for your input so we can continuously improve the services we provide.

Sincerely,

**Michele Martz**  
President, UPMC Western Maryland



# LANGUAGE INTERPRETATION SERVICES

You have access to interpretation services 24 hours a day, 7 days a week at no cost to you.

This chart includes languages commonly spoken in our community. Additional languages are available. For more information or to request language interpretation services, please ask a care team member.

**አማርኛ(Amharic)**

ግንባታገዢ፡ የሚገኙት ልግሳ አማርኛ ከሆነ የትርጉም ስርዓት ደርጅቶች፡ በ78 ሊዮንዎት ተስፋፋሪዎል፡ ወደ ግንባታገዢ ቁጥር ደደውሉ 1-240-964-7000

**العربية(Arabic)**

مقدمو خدمة: إذا كنت تتحدث بذكر اللغة، فإن خدمات المساعدة اللغوية متوفرة لك بالمجان. اتصل برقم (1-240-964-7000)

**ខ្មែរ (Cambodian)**

ប្រគេង: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាប្រគេងប្រយោជន៍សេរីសម្រាប់អ្នកនិយាយភាសាខ្មែរគឺអាចទទួលបានឥតគិតថ្លៃ។ ចុះ ទូរស័ព្ទ 1-240-964-7000

**繁體中文(Chinese)**

注意: 如果您使用繁體中文, 您可以免費獲得語言協助服務。請致電 1-240-964-7000

**Bàsàà'-wúrdù'-pò-nyà' (Bassa)**

Dè dè nia ke dyéjé gbo: 3 lu ke m' [Bàsàà'-wúrdù'(pò-nyà')] lu ni, ni, à wúrdù kè ke pò-pò' óbò m' gbo kpaa. Da 1-240-964-7000

**فارسی(Farsi)**

توجه: اگر بجز زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برایتان در دسترس است. بجز 1-240-964-7000

**Français (French)**

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

**Kreyòl Ayisyen(French Creole)**

ATANSYON: Si w pale Kreyòl Ayisyen, gen sévis èd pou lang ki disponib gratis pou ou. Bèlè 1-240-964-7000

**Deutsch (German)**

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

**ગુજરાતી (Gujarati)**

સુચના: જો તમે ગુજરાતી બોલતા હો, તો ભિ:શુલક ભાષા સહાય સેવાઓ તમારા માટે સિવાલ્લભ છે. ફોન કરો 1-240-964-7000

**Igbo asusu(Ibo)**

Net: Ọ banyụ na asụ́ Ibo, asụsụ́ ọzọ́ ọsụ́ n'afọ́, defu, aka. CalE 1-240-964-7000

**Italiano (Italian)**

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-240-964-7000

**日本語(Japanese)**

注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます1-240-964-7000

**한국어(Korean)**

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

**नेपाली (Nepali)**

ध्यान: तनु होल:तपाइ ले नेपाल बोलहन्छ भन तपाइ को निम्न भाषा सहायता सवाहाक: न-शकल्क रूपमा उपलब्ध छ । फोन गर्नु होल 1-240-964-7000

**Deutsch(Pennsylvania Dutch)**

Warn du [Deutsch (Pennsylvania German / Dutch)] schwetzsch, kantscht du mitas Koschta ebber gride, ass d'fir heit mit die englishe Schprooch. Ruf soll Nummer uff:

**Polski (Polish)**

UWAGA: jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-240-964-7000

**Português (Portuguese)**

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-240-964-7000

**Русский(Russian)**

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

**Español (Spanish)**

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

**Tagalog (Tagalog – Filipino)**

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

**ภาษาไทย (Thai)**

บริการ: หากคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-240-964-7000

**Tiếng Việt(Vietnamese)**

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

**اردو(Urdu)**

خبردار: اگر آپ بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ 1-240-964-7000

**èdè Yorùbá (Yoruba)**

ARIYISI: Bí ó bá nsoy èdè Yorùbá, ní àtíranlọwọ́ tóńi èdè wà fun yín ó. Ẹ pe ẹyọ́-ibánsọ́rọ́ yí 1-240-964-7000





## TIPS FOR YOUR HEALTH AND SAFETY IN THE HOSPITAL

- **Review your care plan.** Each day you will receive a printed document called *My Daily Plan of Care*. It has information about your care in the hospital such as diet, tests, and laboratory results. Please ask your nurse if you do not receive the document.
- **Talk to your health care team.** Feel free to ask questions or have something explained if you do not understand. We encourage you to take notes and include your support person(s) to help you make important decisions.
- **Know your medicines.** Do not take any of your personal medicines unless your doctor or nurse tells you it is okay. You should give them to someone to hold for you. Before you leave, you should know the names of your medicines, the reason you need to take them, and possible side effects.
- **Control your pain.** We want you to be as comfortable as possible. Let us know as soon as you start to feel pain. If you get pain relief before the pain becomes bad, it takes less medicine to make you feel better.
- **Get your rest.** Rest is an important part of the healing process. Earplugs are available to help reduce noise. Please ask a member of your care team.
- **Prevent infections.** The most important step in preventing the spread of germs and infection is **handwashing**. When washing, rub your hands together vigorously. It's OK to ask anyone who enters your room if they have washed their hands! Try not to touch medical devices and minimize clutter in your room so surfaces can be cleaned.
- **Be a partner in your care.** Devices that go inside your body, such as a catheter in your bladder or an IV in your arm or neck, may be a source of infection if left in longer than necessary. It's OK to ask a care team member when they can be removed.
- **Be aware of fall risks.** There are many reasons people feel unsteady when getting out of bed or walking by themselves. As needed, ask for help before getting up. Non-slip socks are also available. Ask your nurse.
- **Stay active.** An important part of feeling better is getting out of bed and moving. Talk with your care team about safely getting out of bed.
- **Protect yourself and others by not smoking.** Smoking is not allowed on UPMC property. This includes hospitals, facilities, and grounds, including parking lots, garages, and other outdoor locations such as UPMC-owned sidewalks.



For a full library of health education materials, go to [UPMC.com/HealthLibrary](https://www.upmc.com/HealthLibrary).



## CONDITION HELP

Condition Help is a patient safety hotline that patients and support persons can call when there is:

- An emergency when patients or support persons cannot get the attention of hospital staff
- A communication breakdown with the care team in how care is given
- Uncertainty over what needs to be done

**To activate Condition Help dial 240-964-5555 from any phone and a rapid response team will be sent to your room.**



## SAFETY AND SECURITY

We want to keep all patients, support persons, and staff safe. Security is available 24 hours a day, 7 days a week. To contact Security, please dial **0** from any **hospital phone** or call **240-964-7000** from **any phone**.

### Patient Personal Property

Please leave personal property at home or with a support person. If that is not possible, please tell your nurse. UPMC is not responsible for any patient valuables or other personal property brought to the hospital. Do not bring in or use appliances that plug into wall outlets (fans, radios, televisions, heating pads, or blankets). Most battery-powered devices are allowed. Please check with your nurse. If you have lost something, please call our Lost and Found Department at **240-964-7000**.

### Video and Photography

UPMC reserves the right to prohibit, for any reason, personal photography or video or audio recording by a patient, a patient's family member, or a patient's visitor. Photographing, filming, or recording another patient, or a UPMC staff member, without that person's consent is never permitted. Violations may result in confiscation of the photograph or recording, and/or requiring the person violating the policy to leave the UPMC hospital. Photographing or filming the birth of a baby may be permitted, subject to appropriate limitations, when all parties have given their consent.

### Security Escort Service

Security is available to walk you to your car after hours. For an escort, please ask a staff member to contact Security.

### UPMC No Weapons Policy

UPMC does not allow weapons or illegal substances of any kind on its property, regardless of any permits you may have. UPMC reserves the right to search patient rooms and belongings, and to remove medicines or supplements not prescribed by your doctor, as well as weapons, illegal substances, or other items considered unsafe for the care environment.



## TV CHANNELS

Television service is provided free for our patients.

2	TBN	35	ESPN	65	NBC SPORTS
3	WDCA	36	ESPN2	66	OUTDOOR
4	WWPX	37	OWN	67	BRAVO
5	WTTG	38	FREEFORM	68	MSNBC
6	WNPB	39	COMEDY CENTRAL	69	SYFY
7	WJLA	40	OXYGEN	70	HISTORY CHANNEL
9	WUSA	41	A&E	71	GOLF CHANNEL
10	WWPB	42	MTV	72	TV LAND
11	WWPB	43	CNBC	73	NATIONAL GEOGRAPHIC
12	WDVM	44	BET	74	TRU TV
13	WJZ	45	ANIMAL PLANET	75	HALLMARK CHANNEL
14	QVC	46	TRAVEL CHANNEL	76	HALLMARK MOVIES
17	WJAC	47	MASN	77	NEWSMAX
18	C-SPAN2	48	MASN2	78	WGN
19	C-SPAN	49	LIFETIME MOVIES	79	IFC
20	LOCAL INFO	50	DISCOVERY CHANNEL	80	WE
21	INSP	51	FX	83	FOX SPORTS 2
22	HSN	52	FOX NEWS	84	BTN
23	EWTN	53	DISNEY CHANNEL	85	AT&T SPORTSNET
24	TBS	54	ID	97	ACETV
25	USA	55	E!	149	HSN 2
26	TNT	56	CMT	150	QVC 2
27	LIFETIME	57	FOOD NETWORK	156	WMDE SHOP
28	VH-1	58	TLC	157	MeTV
29	PARAMOUNT	59	CARTOON NETWORK		
30	AMC	60	HGTV		
32	CNN	64	FOX SPORTS 1		
33	HLN				
34	FOX BUSINESS				



## AMENITIES AT UPMC WESTERN MARYLAND

### ATM

There are ATMs located on the 1<sup>st</sup> floor between the gift shop and the Outpatient Diagnostic Center and on the 2<sup>nd</sup> floor near the Medical Arts Center Entrance.

### Meals

Diet plays an important role in your recovery and we want to make sure you have the best diet to fit your needs and physical condition. A Floor Host will come to your room and help you with meal selections. If you missed the Floor Host or have any questions about your food and beverage selections, please call **240-964-2316** or dial **42316** from any **hospital phone**.

### Cafeteria

The Cafeteria is located on the 2<sup>nd</sup> floor. It offers a wide selection of coffees, teas, fresh soups, sandwiches, desserts, and refreshments. It is open 24 hours a day, 7 days a week. A hot breakfast menu is served from 4:40 to 10 a.m. and a hot lunch/dinner menu is served from 11 a.m. to 8 p.m.

### Vending Machines

Vending machines are located in the Emergency Department, on the 2<sup>nd</sup> floor in the Cafeteria (back of the dining area), and on the 3<sup>rd</sup> floor in the Same Day Surgery Waiting Area.

### Chapel

Our chapel is located on the 2<sup>nd</sup> floor. It is open 24 hours a day, 7 days a week.

### Gift Shop

The One Dream Gift Shop is located on the 1<sup>st</sup> floor. It is open Monday through Friday from 8:30 a.m. to 4:30 p.m. Purchases can be delivered throughout the hospital. Phone orders can be made by calling **240-964-1997** or by visiting our website at **facebook.com/OneDreamGiftShop**.

### Parking

UPMC Western Maryland offers easy and convenient parking designed for patients and visitors. There is designated parking areas outside of the Cancer Center, Emergency Department, Parking Garage, and Outpatient Diagnostic Center for your convenience, and a 4 story parking garage that is ideal for extended stays and appointments.





## DISABILITIES RESOURCE CENTER

The UPMC Disabilities Resource Center (DRC) makes sure that health care is accessible to people with disabilities, including those who are deaf, hard of hearing, blind or have low vision, or those with mobility, speech, intellectual, cognitive, or behavioral disabilities. We offer accessibility, communication, and hearing assistance resources. Please let a staff member know of your needs.

### Service Animals

Service animals as defined by the Americans with Disabilities Act, are welcome in all public areas within UPMC facilities and in your room. Animals must be housebroken and under the control of their owner. If the owner is unable to care for the animal during their stay or visit, another person must be designated to do so. UPMC staff are not required to care for service animals.

For more information, visit [UPMC.com/DRC](https://www.upmc.com/DRC) or call 412-605-1483.



## SPIRITUAL CARE

Spiritual Care is available to persons of all faiths. We know that your faith can be a great source of healing and comfort during your stay. We offer spiritual support to patients and their support persons by identifying the spiritual and emotional needs of all who desire our services. We are here to:

- Offer prayer, religious services, rituals, and sacraments
- Respond to crisis and emergency situations
- Assist patients and families to contact their clergy, spiritual advisor, or faith community
- Offer scripture and devotional items from different faith traditions

To place a request for Spiritual Care, please ask a member of your care team.

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### Wireless Devices and Internet Access

We offer free wireless Internet access for all patients and support persons. To connect, follow these 3 easy steps:

1. Go to “Wi-Fi” or “Network Connections” on your laptop or mobile device.
2. Choose “**UPMC Guest**” to connect.
3. Press “accept” to verify that you have read and accepted the Acceptable Use Policy.

Please read and follow all signs posted in the hospital about restrictions on the use of cell phones, computers, and other wireless devices.





## YOUR CLINICAL CARE TEAM

### **Administrator on Duty (AOD)**

Administrator on Duty (AOD) is a member of the nursing leadership that is present and available in the building 24 hours a day, 7 days a week.

### **Doctors (Including Fellows, Residents, Intensivists, and Hospitalists)**

Doctors (MD or DO) diagnose, prescribe treatment, and are responsible for all aspects of patient care. They also supervise and train members of the care team. Doctors will consult with a specialist if needed.

### **Advanced Practice Providers (Nurse Practitioners and Physician Assistants)**

Advanced practice providers may include nurse practitioners, physician assistants, and others who support the work of your doctors by helping them treat patients, perform procedures, and document your care. They may accompany your doctor or see you separately.

### **Nurse Leaders (Unit Directors and Clinicians)**

Unit directors manage the unit and staff. Clinicians assist the unit director with their responsibilities.

### **Registered Nurses and Licensed Practical Nurses (RNs and LPNs)**

Nurses provide care while working closely with your doctor(s). Care includes your physical care as well as giving and teaching you about your medicines, illness or procedure, and what you need to go home and stay well.

### **Patient Care Technicians (PCTs) and Nursing Assistants (NAs)**

Patient care technicians and nursing assistants provide your physical care. They help you to the bathroom, take your temperature, blood pressure and pulse, draw blood, and provide other care that you may need.



## VISITING INFORMATION

Visits from others is an important part of your recovery. We call visitors **support persons**, who have specific and important duties. The support person communicates with the care team, participates in bedside shift report, reviews the communication board, participates in discharge planning, and communicates to other family members and friends.

Support persons may include, but are not limited to, a spouse, domestic partner, family member, or friend. You can also change your mind about who you wish to visit you at any time.

Please ask a care team member about the current visiting hours and guidelines or go to [UPMC.com/WesternMarylandVisitors](https://www.upmc.com/WesternMarylandVisitors).



## PATIENT RELATIONS

Our Patient Relations representatives are available to assist with any questions you may have about your care. If you are unable to resolve your concerns with your health care team, we can help. To contact us, please call **240-964-8104**.



# UPMC

LIFE CHANGING MEDICINE

**UPMC Western Maryland**  
12500 Willowbrook Road  
Cumberland, MD 21502  
**240-964-7000**  
**UPMC.com/WesternMaryland**



Scan this QR code to visit **UPMC.com** for more information.

## IMPORTANT PHONE NUMBERS

Admission/Patient Access/Registration	<b>240-964-7000</b>
Administrator on Duty (AOD)	<b>240-964-7000</b>
Business Office	<b>240-964-8435</b>
Billing and Insurance	<b>240-964-8560</b>
Care Coordination Team	<b>Dial 41090</b> (hospital phones only) <b>240-964-1090</b> (all other phones)
Central Scheduling	<b>240-964-8888</b>
Condition Help	<b>240-964-5555</b>
Health Information (Medical Records)	<b>240-964-8444</b>
Housekeeping	<b>Dial 44605</b> (hospital phones only) <b>240-964-4605</b> (all other phones)
Hospitalist	<b>240-964-5623</b>
Pastoral Care	<b>240-964-7000</b>
Patient Financial Services	<b>240-964-8435</b>
Patient Relations	<b>240-964-8104</b>
Patient Safety Department	<b>240-964-8197</b>
Security	<b>240-964-7000</b>

UPMC policy prohibits discrimination or harassment on the basis of race, color, religion, ancestry, national origin, age, sex, genetics, sexual orientation, gender identity, gender expression, marital status, familial status, disability, veteran status, or any other legally protected group status. Further, UPMC will continue to support and promote equal employment opportunity, human dignity, and racial, ethnic, and cultural diversity. This policy applies to admissions, employment, and access to and treatment in UPMC programs and activities. This commitment is made by UPMC in accordance with federal, state, and/or local laws and regulations.