



PennState Health
St. Joseph

Patient Information
FOR YOUR STAY WITH US.





PennState Health

St. Joseph



Directions

From Exeter & South:

422 West/222 North/Exit Route 183, turn right.
Approximately 1/2 mile, turn right onto Hospital Driveway.

From City of Reading:

Schuylkill Avenue to Route 183, turn left at Hospital Driveway light
onto campus.

From the West:

422 East/222 North/Exit Route 183, turn right.
Approximately 1/2 mile, turn right onto Hospital Driveway.

From the North:

222 South/Exit Route 183, turn left.
Approximately 1/2 mile, turn right onto Hospital Driveway.



Table of Contents

Welcome	2
Our Mission	3
Our Core Values	3
Our Open Admissions Policy	4
Our Mission of Spiritual Care	4
Pre-Admission Testing	5
Financial Arrangements	5
What to Bring for Your Stay with Us	6
What to Leave at Home	6
Parking	6
Admissions Procedure	7
Consent For Treatment Forms	7
Make Your Wishes Known	7
Ethics Committee	8
Interpreter Services	8
Wi-Fi Services	9
Telephone and Television	9
Mail, Flowers and Gifts	10
Meals	10
Meals/Snacks for Visitors	10
Patient Rooms	11
Visitation of Family and Friends	11
Hospitality Lounge Waiting Rooms	12
St. Joseph's Culture of Safety	12
Infection Prevention	14
Family Activation of Critical Assessment Team	16
What Can You Do About Your Medications While In The Hospital?	16
Fall Prevention	18
Pain Management	19
Case Management / Social Work Services	19
Planning To Go Home	20
Patient Rights	20
Patient Responsibilities	23
Patient Grievances	24
Billing Procedure	25
How Did We Do?	25
Outpatient Locations	26

Rev P1082016

Patient Information / For Your Stay With Us

Welcome

Welcome and thank you for choosing Penn State Health St. Joseph for your health and wellness needs. Our mission is to provide quality, compassionate and safe care and to care for you in body, mind, and spirit.

Our commitment is driven by our core values of Reverence, Integrity, Compassion and Excellence and practiced every day by our dedicated doctors and clinical and support staff. It is a tradition of caring that has remained at the core of our ever-evolving system since our founding by the Sisters of St. Francis in 1873.

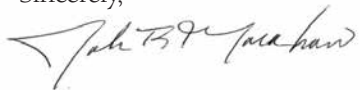
Our system of inpatient and outpatient services is designed to meet the medical and wellness needs and lifestyles of today. Our blend state-of-the-art technology propels our clinical innovation and is led by highly-trained and deeply experienced medical professionals.

This book is designed to provide information that you will find useful as you use our services. Please take the time to read it carefully. If you have any questions about this information, please ask your doctor, nurse or other members of your care team for assistance.

On behalf of all of us at Penn State Health St. Joseph, thank you for choosing us for your health and wellness needs.

It is, truly, a privilege to serve you.

Sincerely,



John R. Morahan
President and Chief Executive Officer



Our Mission

The mission of Penn State Health St. Joseph is to nurture the healing ministry of the Church by bringing it new life, energy, and viability in the 21st century. Fidelity to the Gospel urges us to emphasize human dignity and social justice as we move toward the creation of healthier communities.

Our Core Values

Reverence

Profound respect and awe for all creation; the foundation that shapes our spirituality, our relationships with others, and our journey with God.

Integrity

Moral wholeness; soundness, fidelity, and trust in all we do.

Compassion

Solidarity with one another; the capacity to enter into another's joy and sorrow.

Excellence

Pre-eminent performance; becoming the benchmark; putting forth our personal and professional best.

Our Open Admissions Policy

It is, and has always been, the policy of Penn State Health St. Joseph to admit all persons without regard to race, color, creed, sex, sexual preference, age, physical and mental handicap, national origin, social or economic status. All medical center facilities are available to patients and visitors without discrimination.

Our Mission of Spiritual Care and Supportive Services

Penn State Health St. Joseph has a Board-certified Spiritual Care Team which fosters our vision of care for the whole person. Our Mission is to provide each patient and their family with opportunities for Spiritual Care. The goal of our Spiritual Care staff is to provide you with spiritual and emotional support in a way that is respectful of your personal values and beliefs. When you need a compassionate presence or simply someone to listen to you, they will make themselves available to be God's loving and listening presence. When you feel separated from family and friends, or when you are faced with difficult challenges and choices and may be anxious, our Board-certified Spiritual Care staff is privileged to help you consider how God might speak to you and encourage you through your illness.

If you so choose, our staff will be happy to assist you in notifying your pastor, rabbi, or other spiritual leader. Catholic Sacraments are available. The Catholic Liturgy of the Mass is celebrated Monday through Friday at 11:30 a.m., and the Vigil Mass is celebrated on Saturday at 3:30 p.m., in our Chapel on the Garden level. These celebrations may be viewed on the TV in your room on channel 78. In addition, we collaborate with community spiritual leaders to facilitate rituals of other faiths. The Chapel is located on the Garden level of the Bern Campus and on the second floor of the St. Joseph Downtown Reading Campus at 6th and Walnut streets.

Spiritual Care staff are available from 7 a.m. to 7 p.m., Monday through Friday, and 8 a.m. to 4:30 p.m., on Saturday. The Spiritual Care Department's number is 610-378-2297. For immediate response, page the Chaplain through the hospital operator at 610-378-2000. You may also call 610-378-2304 for additional Mission Services such as an Ethical Consult or Supportive Care.

Pre-Admission Testing

Having a surgical procedure, no matter how simple or complex, can raise your anxiety level. Our experienced staff in Pre-Admission Testing strives to alleviate your concerns and answer any questions you have regarding your procedure. This conscientious team serves as the central point of communication between you and all the physicians and health professionals involved in your procedure. Paperwork is processed ahead of time to ease anxiety and stress on the day of admission. As part of the pre-admission testing process, our staff will verify your insurance information, record your medical history and conduct any necessary routine medical tests including X-ray, blood work, and electrocardiogram (EKG). Additionally, a member of our nursing staff will meet with you to review your procedure and answer any questions you may have.

Your Pre-Admission Testing Appointment

Your physician's office will schedule the date and time of your pre-admission testing. If they are unable to do so, our Pre-Admission Testing office will call you. Some tests can be completed up to 30 days before your scheduled surgical procedure. All testing must be completed at least 72 hours prior to your admission date. During your appointment, a member of the Anesthesia Department will discuss relevant anesthesia options and answer any questions you may have.

If you need to change your Pre-Admission Testing appointment, please call 610-378-2451.

Financial Arrangements

Arrangements should be made prior to your admission date for payment of all costs not covered by your insurance. If you are admitted in an emergency situation, a representative from our Medical Eligibility Counseling Service (MECS) Department will meet afterward with you or your family to discuss financial arrangements for any costs not covered by insurance.

Consistent with our principles of Catholic faith-based healthcare ministry, Penn State Health St. Joseph shall treat any patient seeking urgent or emergent care without regard to their ability to pay for care. Penn State Health St. Joseph also provides Financial Assistance (Charity Care) to both inpatients and outpatients who are uninsured, underinsured, medically indigent or meet presumptive eligibility

criteria. If you are in need of Financial Assistance, please contact our financial counselors at 610-378-2351. The Department is open Monday through Friday from 8:00 a.m. to 4:30 p.m.

What To Bring For Your Stay With Us

- Personal items: pajamas, robe, slippers, and personal toiletries (e.g., comb, brush, toothpaste and toothbrush).
- Maternity patients are reminded to bring clothing for the new baby to wear home. Don't forget the car seat!
- A list of ALL medications you are currently taking – prescription drugs, over-the-counter medications, herbal remedies, vitamins, diet pills, etc. Information should include the exact name of the medication, the strength, the dosage, and frequency you take the medication. Check your medication label for this information.
- Eyeglasses and case
- Hearing Aid and case
- Denture cup and supplies
- Walking device if needed
- \$10.00 or less in cash

What To Leave At Home

- Jewelry, wallets, purses, credit cards, and cash in excess of \$10.00
- Pagers and cell phones: these can interfere with sensitive medical equipment.
- Tobacco products. **Noting our commitment to healthy communities, Penn State Health St. Joseph is smoke-free on both our main Bern Township Campus and our 6th & Walnut Streets Campus in downtown Reading. Smoking is prohibited both in the buildings and on the surrounding grounds.**
- Electrical devices such as DVDs, laptop computers, etc.

The medical center will not assume responsibility for personal items that are lost or damaged. Cash, personal checks, and valuable or sentimental items, such as jewelry and MP3 players, should be left at home.

Parking

Free, convenient parking is available on the Bern Campus in our spacious surface lots, located just off the main entrance. Visitors at the Downtown Reading Campus should park on the surface lot at the

corner of 6th and Walnut Streets or in the Walnut Medical Pavilion parking, off of Walnut Street, and enter through the main entrance located on 6th Street.

Admissions Procedure

Both the Inpatient and Outpatient Admissions office are located in Patient Access, to the left of the main lobby inside the Bern Campus. A member of our Admissions staff will verify the necessary personal, medical, and insurance information. You will be issued a special-identification wristband, which must be worn at all times until you are discharged from Penn State Health St. Joseph. A room assignment will also be made during the admission process. *Note: The information on your chart is permanently recorded and is released only with written consent, except where required by law.*

Consent for Treatment Forms

These forms must be completed and signed by the patient or appropriate surrogate prior to treatment or therapy. The forms are designed for the protection of the patient as well as Penn State Health St. Joseph. Please read these forms carefully and feel free to ask any questions you may have before signing.

Make Your Wishes Known

Under Pennsylvania law, you have the right to make informed choices about healthcare, but it is imperative that you first communicate those choices before they can be carried out accordingly. It is important to give serious thought to treatment preferences ahead of time. You should discuss your preferences with your family and physicians. It is important they know what your wishes are. If you have a Power of Attorney or an Advance Directive, you should make your family and physician aware so that your wishes can be carried out should you become incapacitated. You can change your choices at any time by notifying your physician and family. You should bring a copy of your Advance Directive and/or Durable Power of Attorney to the hospital each time you are admitted.

Advance Directive – This is a legal document that states your wishes regarding your medical care should you, as a patient, become either incapacitated, suffer a terminal condition or become permanently unconscious.

Durable Power of Attorney (POA) – This is a legal document that designates another person to make medical and/or financial decisions on your behalf should you become incapacitated.

Organ Donation – State law requires hospitals and medical centers to solicit requests for organ and tissue donations when appropriate. Penn State Health St. Joseph supports the concept of organ and tissue donation. Patients should advise their family and physicians if they have signed an organ-donor card or wish to be an organ or tissue donor.

Ethics Consult – If a person should become seriously ill without their wishes being known, questions about treatment choices may arise. An Ethics Consult is an opportunity for a patient and/or family members to discuss with physicians, nurses, and other staff including members of the Ethics Committee, the many aspects of these difficult questions in order to have as much information as possible to help in deciding the best course for treatment. For an Ethics Consult, please call 610-378-2502.

Ethics Committee

Our mission is to offer each patient the best possible care while maintaining their dignity and self-respect. A patient has the right to address any ethical or moral questions regarding his/her treatment, or any component thereof. The manager of the unit you are in will help resolve any concerns or arrange for a confidential ethical consult through the Mission and Ministry Office.

Interpreter Services

The Interpreter Service department of Penn State Health St. Joseph consists of full-time Spanish interpreters. They are trained to uphold the philosophy of Reverence, Integrity, Compassion and Excellence, value the spirit of human dignity and respect cultural and religious diversity. We also have the ability to interpret a wide variety of languages via a special language telephone line. To ensure quality medical care, Penn State Health St. Joseph provides interpreter services to our hearing-impaired patients. Please notify your caregiver if you require such services.

Wi-Fi Services

Penn State Health St. Joseph Medical Center is pleased to offer free and fast Wi-Fi. Connect to **attwifi** and you're good to go!

Telephone and Television

Arrangements for a telephone and television are made for every patient at the time of admission based on personal preference. The following are details about phone usage:

- **For local calls** – dial “9 - 610” followed by the local number.
- **For long-distance calls** – dial “0” for the hospital operator. The hospital operator will get you an outside operator to make your call connection. The long-distance operator will ask if you would like the call billed to a credit card, billed as a collect call or billed to a home phone number.
- Out of respect for other patients, phone calls in your room should be limited to the hours between 7 a.m. and 10 p.m.
- If you require a special telephone or a teletype phone, please notify your caregiver.

Frequently Used Telephone Numbers:

Operator.....	Dial 0		
Financial Counselor	Dial 2351	Information	Dial 2166
Pharmacist	Dial 2130	Housekeeping.....	Dial 2424
Food/Nutrition	Dial 2700	Ethics Consult.....	Dial 2502
Case Mgr/Social Work.....	Dial 2360	SJMC Foundation.....	Dial 2477

Please ask your care provider to contact interpreter services if you so need.

In-house Television Channels:

- 76** PSHSJMC Information Channel
- 77** CARE Channel
- 78** PSHSJMC - Chapel

Please refer to the card in your room for the Comcast TV Channels by number.

Mail, Flowers and Gifts

All mail, flowers and gifts addressed to you will be delivered directly to your room. The address is: **Penn State Health St. Joseph, 2500 Bernville Road, Reading, PA 19605**. Flowers are not permitted in the Critical Care or the Neonatal Intensive Care Units and may not be permitted for patients with certain conditions. If you have questions, check with your caregiver. If you wish to send mail to someone outside the hospital, please affix the appropriate amount of postage and give it to your caregiver.

Many people, including staff, have life-threatening allergies to latex, so please order *mylar* as opposed to *latex* balloons.

Meals

In order to serve our patients better, we have developed an innovative meal preparation and delivery system called **At Your Request – Room Service Dining**. The basic premise is that you, the patient, can order “what you want...when you want it.” You may order any of your meals at anytime between the hours of 6:30 a.m. and 6:30 p.m., seven days a week. The ordering process is very simple – dial extension 2700 from your bedside telephone and your order will be taken by one of our order preparation specialists. Your order will then be verified for diet compliance and prepared according to your specifications. Your meal will be delivered to your bedside. Since all of the food is cooked to order, we ask that you please allow 45 minutes for delivery time.

Meals/Snacks for Visitors

Main campus visitors are welcome to dine in our cafeteria which is located on the garden level, adjacent to the chapel. It is open seven days a week from 6:30 a.m. to 7:00 p.m. We also offer guest trays to our patients’ friends and family. Guests may order meals using the same **At Your Request – Room Service Dining** menu located in the patient’s room by calling extension 2700. The guest tray will be delivered with the patient’s meal if requested and if it’s possible. There is a \$8.00 charge per guest tray. Cash payment is payable to the room service staff when the guest tray is delivered. Our room service delivery staff cannot accept checks or credit cards.

Patient Rooms

We hope, and indeed expect, that you will find your room in very good order. All of our patient rooms are thoroughly cleaned and sanitized by our Environmental Services Department. However, if you have any specific concerns, please contact extension 2424. If no one is immediately available to answer the call, please leave a message. We will respond to your concerns promptly.

Visitation of Family and Friends

Interaction with family and friends during your recovery is important, but so is ensuring a patient gets ample rest.

Penn State Health St. Joseph does not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.

To ensure all patients receive the support and rest they need, Penn State Health St. Joseph has adopted the following policy:

- All patients will be invited to designate a “support person” who will be able to accompany them during their stay and can make visitation decisions for the patient if the patient becomes incapacitated. The patient also has the right to opt out of visiting if desired.
- Visitors are welcome 24 hours a day.
- To ensure full and equal visitation privileges consistent with patient preferences, two visitors at any given time is recommended.

Penn State Health St. Joseph may restrict visitation privileges for clinically reasonable reasons: for example

- At patient or legal guardian request if the patient is under age or becomes incapacitated
- When a patient is undergoing care interventions or a medical procedure
- When there is an infection control issue
- When visitation would interfere with the care of another patient
- When there is an emergency situation identified (i.e., pandemic flu, cardiac arrest of roommate)
- When a visitor’s behavior is disruptive or causes a direct risk or threat to staff or patients
- When patient’s roommate needs privacy for a procedure or test
- When there is a court order limiting or restraining visitation
- When there is a substance abuse treatment protocol requiring restricted visiting
- Children under 12 must be accompanied by supervising adult.

- Regardless of adult supervision, children may not enter isolation rooms. (Exceptions may be considered by the department manager.)
- Visitors in the Neonatal Intensive Care Unit (NICU) must be accompanied by a parent of the baby.

Please check with your caregiver or call our Information Desk for additional information regarding visitation at 610-378-2166.

Hospitality Lounge Waiting Rooms

We welcome visitors to wait in the 2nd floor Hospitality Lounge. Complimentary coffee and tea, and vending machines are available. Please notify the nursing staff of your plans to wait in this area. Also, if you wish to visit a patient following a procedure, please make this request to the staff. The hospital cafeteria, located on the garden level, is also available to all visitors. The Critical Care waiting room is located on the 2nd floor and also is used for visitors and families waiting for patients undergoing cardiac and other outpatient procedures.

St. Joseph's Culture of Safety

Penn State Health St. Joseph is dedicated to creating an environment that promotes patient safety through the initiation of safe practices and staff education. We ask that you assist us in our goal by reviewing and following these simple suggestions.

What Can You Do?

- Be an active member of your health care team. Communicate your wishes. Never be embarrassed to ask questions and voice concerns whenever you do not understand something.
- State regulations require that the medical center stage periodic fire and disaster drills. Do not be alarmed or take unnecessary actions when you hear such announcements. Follow the instructions of your nurse.
- If your physician considers the use of a restraining device in an emergency situation, please understand that it is for your own safety. *Restraint devices are used only with a Physician's order and in compliance with strict standards. Before using these safety measures, staff will use alternatives such as helping the patient to be more comfortable or decreasing the noise level and/or changing the lighting in the room. Your rights and dignity are very important to us and will be maintained at all times. Any necessary restraining device will be removed as soon as the safety risks have decreased.*
- Please check with the nurse before using any personal electrical device.

- Patient privacy laws and the use of special equipment to monitor and care for patients are prime reasons why cellular phones, including those with cameras, pagers, and other similar devices may be prohibited in many areas of the medical center. Please check with hospital staff in your location to determine if you can use any of these electronic devices.
- Make sure that all health professionals involved in your care have all of your pertinent health information.
- If you are having surgery, make sure that you, your doctor and your surgeon all agree on exactly what will be done.
- Learn about your condition and the ways it can be treated. You can do this by speaking with your doctor, your nurses, and by reading appropriate medical literature or reliable online resources.
- Speak up and ask questions anytime you have concerns or are unsure about your care.
- When you are being discharged from the hospital, ask your doctor or nurse to explain your discharge instructions thoroughly.
- A hospital bed is different from your bed at home. *For your protection, do not lower the safety rails by yourself or attempt to climb over them. Stay in bed if that is what the doctor ordered. Attempting to get up too early may result in an unsafe condition or could harm your recovery. Do not hesitate to call a nurse if you need assistance with getting in or out of bed.*
- You should expect all staff to verify your identity in two ways each time they interact with you. They will usually ask your name and date of birth. This is to ensure they have the right medications and treatment for the correct patient.
- You might be issued a colored wristband in addition to your identification band to alert staff of certain safety-related issues. Please do not remove any bands.
- Know your medications and times you should take them. If you are offered unfamiliar medication or do not receive medication at its usual time, please ask for an immediate explanation from your caregiver.
- Every time you talk with your doctor, nurse, or pharmacist, ask these questions:
 - > What is my main problem?
 - > What do I need to do?
 - > Why is it important for me to do this?

Infection Prevention

Anyone can get an infection; however, some people are at greater risk due to their physical condition and/or chronic illness that weakens their body's protection against germs. Others may be at risk if they have a procedure that penetrates the skin (surgery), or they require use of equipment that must be kept in their bodies for a period of time (IVs, urinary catheters). Not all infections are preventable; however, there are many precautions that can be taken to reduce the risk of developing an infection related to your stay in the hospital.

General Precautions:

- The best way to prevent the spread of germs is frequent hand washing with soap and water or a hand sanitizer. We encourage you to remind your caregivers to wash their hands prior to caring for you. It is OK and even expected that you will ask them to do this.
- Both you and your visitors should practice good hand washing, as well. There are sinks and alcohol-based hand sanitizers located throughout the hospital. Please use them.
- If someone is feeling ill (coughing, diarrhea, or a cold) please ask them to wait until they feel better before visiting.
- You and your visitors need to follow the staff's directions about isolation or special precautions needed to stop the spread of germs. Your visitors may feel they don't have to wear the protective clothing because they have been around you before your admission, but they need to understand that they could carry germs to staff and other visitors.
- To prevent the spread of respiratory germs it is important that you cover your mouth and nose when you cough or sneeze by turning your face into your sleeve or using a disposable tissue. The tissue should immediately be thrown into the trash and your hands should then be washed.

Our goal is to **prevent infections from occurring**. Studies have shown that steps can be taken to help us achieve this goal. Three of the areas with known strategies for infection prevention are resistant germs, device-related infections and surgical site infections. Because prevention is our target the following steps are utilized:

Resistant Germs:

- Germs are becoming increasingly resistant to antibiotics. Talk about controlling germs such as MRSA (Methicillin-resistant Staphylococcus aureus) and VRE (Vancomycin-resistant Enterococcus) is more common than in the past.

- An important step in preventing further resistance is to use antibiotics correctly. For example, do not ask for an antibiotic to treat a cold because it will not be effective. Also, take all of the antibiotic prescribed by your doctor, even if you are feeling better, until they are gone. It is the doctor's responsibility to choose the correct antibiotic to treat the infection.
- If a patient is found to have a resistant germ, for example MRSA or VRE, isolation precautions will be started to reduce the possibility that the germ will be spread to someone else.
- The Infection Control Department monitors the resistant organisms found in patients to look for any unusual occurrences or spread.
- As part of a Pennsylvania Law, PA Act 52, certain patients will be asked to submit to a nose culture to check for MRSA. Positive patients will be cared for using isolation precautions. This is part of a state-wide attempt to control this resistant organism.
- If a patient who had a resistant germ in the past is re-admitted, they will probably be cared for using precautions from admission until it is proven they no longer carry the resistant germ. This is for your protection.

Device-related Infections:

- As part of treatment, devices may be used that have been shown to increase the risk of an infection developing but are important for recovery. Examples of such devices are urinary catheters, intravenous catheters, or ventilators to assist with breathing.
- Hospital staff have been educated about the proper way to insert and care for these devices to reduce infection rates.
- The Infection Control Department watches for infections related to devices and uses the information gathered to further emphasize proper use and maintenance.
- Devices are routinely monitored for continued need to keep their use to a minimum.

Surgical Site Infections:

- Hospital staff are trained in proper procedures to reduce the risk of infections associated with surgery.
- Peri-operative doses of antibiotics are monitored for correct use – proper antibiotic, a dose within 1 hour of the start of surgery and discontinued within 24 hours after the operation.
- Razors are not used for hair removal.
- Blood sugar control and maintaining the body temperature are monitored for select surgeries.
- The Infection Control Department watches for surgery-related infections and uses the information gathered to promote proper surgical techniques.

We ask for your assistance with infection prevention by following your doctor's instructions and being aware of the strategies we use for your protection. More information is available about infection control at www.preventinfection.org or please ask your nurse, physician or the Infection Control Team by calling either extension 2295 or 2298.

Family Activation of Critical Assessment Team

Family members are an important component of a patient's healthcare team. As such, family members are urged to immediately notify a caregiver should they notice any decline in their loved one's condition.

You should call if you see the following changes:

- Change in heart beat
- Problems with breathing
- Sudden change in mental status (confusion or agitation)
- Something is "just not right"

If you notice a change in your family member's condition, **please notify a nurse immediately** or call the **Critical Assessment Team at ext. 2411**.

When you call, please provide the patient's name, room number, and a brief description of the emergency. A member of the Critical Assessment Team will arrive promptly to assist the patient.

What Can You Do About Your Medications While In The Hospital?

We have dedicated much time and effort to enhancing medication safety for all of our patients. As such, we have developed systems to help ensure that the "five rights" are always accomplished (i.e. the right medication is given in the right dose at the right time via the right route to the right patient). Some examples of these safety processes are as follows:

Things Penn State Health St. Joseph does for medication safety:

- Drug information is available electronically to all of our clinicians from any computer terminal within Penn State Health St. Joseph. This gives them the most recent information on all FDA-approved drugs, including side-effects and drug interactions.
- All medication orders are assessed for their safety before the first

dose is administered. Orders are electronically scanned to the pharmacy to ensure that the pharmacist has a digital image of each and every prescription. These prescriptions can then be magnified and enhanced to ensure legibility. All orders are reviewed by the pharmacist for safety and efficacy and any questions are discussed with a physician. Specially designed computer systems help pharmacists screen for any potential interactions between existing and newly prescribed medications. Once the order is approved, it is then transmitted electronically to an automated medication system on the nursing unit. Nurses have access to only the medications prescribed by your physician.

- For some select medications, double-checks are in place. Along with checking your wristband to make sure you are identified properly, nurses also double check the intravenous pump settings on select medications to ensure the safety of their use. One of the most important ways we can augment medication safety, though, is through involving patients and their families in the care process.

Things you and your family can do to enhance the safety of medications:

- Ensure that all of your doctors and caregivers are aware of every medication, dietary supplement and substance that you take. This includes prescription and nonprescription items as well as vitamins, herbs and other supplements.
- Send existing medications home with your family unless instructed by your nurse to do otherwise. While you are in the hospital, you may not need the same medications.
- Make sure your doctor knows about any allergies and adverse reactions you have had to medicines.
- Do not let anyone give you medications without them first having checked your hospital ID bracelet and verifying your name and date of birth.
- Look at all medicines before you take them. If it doesn't look like what you usually take, ask why. It might be a generic drug or a new medication.
- Before any test or procedure, ask if it will require any dyes or medicines. Remind your nurse and doctor if you have allergies.
- When you're ready to go home, have the doctor, nurse or pharmacist review each medication with you and a family member. Update your medication list from home if any prescriptions have been changed or new medications added.
- Make sure you have basic information about all of the new medicines prescribed to you while in the hospital. Some questions you should be sure to ask are:

- What are the brand and generic names of the medications?
- What does it look like?
- Why am I taking it?
- How much should I take, and how often?
- When is the best time to take it?
- How long will I need to take it?
- What side-effects should I expect, and what should I do if they happen?
- What should I do if I miss a dose?
- Does this interact with my other medications or any foods?
- Does this replace anything else I was taking?
- Where and how do I store it?

If you have any questions about your medicines, feel free to request a medication review by a Registered Pharmacist. Just call 610-378-2130.

Fall Prevention

Certain conditions may make you more prone to falls and other accidental injuries. Here are just a few:

- Multiple medications - the more medications you take, the more likely you are to experience dizziness or other risky side-effects. Tell all of your healthcare providers about the medicines you take. Ask them about any side-effects that may place you at risk for falls.
- Walking difficulties - shuffling, weakness, stooped posture, inability to walk a straight line, numbness or tingling of toes – can make falls more likely. Ask your doctor about assistive devices such as a cane or walker and learn how to use them correctly. A Physical Therapist can also be consulted to teach you correct walking techniques with these devices.
- Chronic conditions that interfere with thinking, such as Alzheimer's disease, a recent stroke or surgery, chronic pain, and drug or alcohol dependence.
- Impaired vision or hearing.
- Two or more falls in the past 6 months.

What YOU can do to prevent falls:

- Always follow your physician's orders and the nurses' instructions regarding whether you must stay in bed or if you require assistance to go to the bathroom.
- When you need assistance, use the nurse-call bell by your bed or in the bathroom and wait for a nurse/assistant to arrive to help you. Do not rely on visitors or family members to assist you. It is important

to remain lying or seated while awaiting for assistance. Please be patient. Someone will answer your call as promptly as possible.

- Ask the nurse/assistant for help if you feel dizzy or weak getting out of bed. Remember, you are more likely to feel weak or dizzy after sitting or lying down for a long time. If you must get up without waiting for help, sit in bed for a few minutes before standing.
- An alarm inside your bed may be activated to signal that you are getting out of bed. A yellow wristband can be issued to let your healthcare team know that you may need additional assistance for your safety.
- Wear non-skid slipper socks whenever you walk in the hospital. If you don't have any, ask a nurse/assistant and a pair will be provided for you.
- Walk slowly and carefully when out of bed. Do not lean or support yourself on rolling objects such as IV poles or bedside tables.
- Do not use furniture to assist yourself, except in an emergency.

Pain Management

We are committed to service excellence in pain management. Our goal is to make your stay with us as comfortable as possible. Important information follows regarding pain management:

- As part of your treatment, members of your care team will ask you to rate your pain on a scale of 0-10. 0 is no pain at all while 10 is the worst pain imaginable. You will also be asked how much relief you get when you receive treatment for your pain.
- Don't wait until someone asks you about pain. If you have any discomfort please speak up.
- You may be given pain medication. It is a good idea to talk about your choices with your physician.
- There are alternatives to medication for the treatment of pain. Let us know if any of them have worked for you in the past. These include: heat, cold, physical therapy, massage, relaxation techniques, etc.
- If the pain medication you are receiving isn't working, you may ask for a consult with a pain specialist nurse.

Case Management / Social Work Services

Shortly after your admission to the hospital, you may be contacted by a Case Manager/Social Worker to discuss discharge planning. These are dedicated and compassionate professionals who are knowledgeable regarding services and facilities within Berks County and its surrounding areas. They will be happy to assist in making your

discharge from the hospital as safe as possible. If you have questions or concerns, please notify your nurse who will contact a Case Manager or Social Worker for you. You or a family member can also leave a message personally on the department's voicemail by calling 610-378-2360. **(If you are a family member calling on a patient's behalf, please leave your name, patient's name, room number, and best time and phone number where you can be reached.)** If you're in need of information on social or community services, our Social Services staff can assist you. You can also find a listing of such services in the Blue pages of your local telephone book.

Planning to Go Home

As with treatments, tests and procedures, your discharge will be ordered by your physician. The physician or nursing staff will discuss your discharge with you. Important information includes: instructions about new medications you will be taking and instructions about continuation or discontinuing other medications you were taking prior to your hospitalization, any special dietary requirements, physical activity, follow-up physician visits, and other pertinent information to further your recovery. **Please ask if there is something you do not understand.** When all arrangements are finalized, an attendant will assist you in leaving the medical center. Your case manager will provide you with a list of local providers to review should you require any additional services. If you require medical equipment at home, arrangements can be made through Berks Medical Equipment at 610-208-4662.

Patient Rights and Responsibilities

Patient Rights

As a healthcare facility, we are committed to delivering quality medical care to you, our patient, and to making your stay as pleasant as possible. The following "Statement of Patient's Rights" was developed by the Department of Health. The administration and staff of Penn State Health St. Joseph endorse these rights. It is our goal to provide effective, considerate medical care within our capacity, mission, philosophy, applicable law and regulation. We submit these to you as a statement of our policy.

- You have the right to respectful care, given by competent personnel, which reflects consideration of your personal value and belief systems and which optimizes your comfort and dignity.
- You have the right to know what hospital rules and regulations

apply to your conduct as a patient.

- You have the right to expect emergency procedures to be implemented without necessary delay.
- You have the right to good quality care and high professional standards that are continually maintained and reviewed.
- You have the right to expect good management techniques to be implemented within the hospital, the avoidance of unnecessary delays and, when possible, the avoidance of personal discomfort through effective pain management.
- You have the right to medical and nursing services without discrimination based upon race, color, religion, gender, sexual preference, age, disability, national origin, or source of payment.
- You have the right, in collaboration with your physician, to make decisions involving your health care. This right applies to the family and/or guardian of neonates, children and adolescents.
- You have the right to make decisions regarding the withholding of resuscitative service or the forgoing or withdrawal of life-sustaining treatment within the limits of the law and the policy of this institution.
- You have the right, upon request, to be given the name of your attending physician, the names of all other physicians or practitioners directly participating in your care, and the names and professional status of other healthcare personnel
- You have the right to every consideration of privacy concerning your medical care program. Case discussion, consultation, examination and treatment are considered confidential and should be conducted discreetly, giving reasonable visual and auditory privacy when possible.
- You have the right to request a room transfer if another patient or a visitor in the room is unreasonably disturbing you and another room equally suitable for your care needs is available.
- You have the right to have all information, including records, pertaining to your medical care treated as confidential, except as otherwise provided by law or third-party contractual arrangements.
- You have the right to have your medical records read only by individuals directly involved in your care, by individuals monitoring the quality of your care, or by individuals authorized by law or regulation. The hospital shall provide you, or your designated/legal representative, upon request, access to all information contained in your medical records, unless access is specifically restricted by the attending physician for medical reasons.
- You have the right to be communicated with in a manner that is clear, concise and understandable. If you do not speak English or are hearing impaired, you may request an interpreter or an auxiliary aid.

- You, and/or your designated legal representative, have the right to full information in layman’s terms, concerning diagnosis, treatment and prognosis, including information about alternative treatments and possible complications.
- Except for emergencies, the physician must obtain the necessary informed consent prior to the start of any procedure or treatment, or both.
- You have the right not to be involved in any experimental, research, donor program or educational activities unless you, or your designated/legal representative, have given informed consent prior to the actual participation in such a program. You or your designated/legal representative may, at any time, refuse to continue in any such program to which informed consent has previously been given.
- You have the right to refuse any drugs, treatment, or procedure offered by the hospital, to the extent permitted by law, and a physician shall inform you of the medical consequences of such refusal.
- You have the right to an ethical consultation regarding ethical issues surrounding your care within the framework established by this organization.
- You have the right to formulate, produce a copy of or request information on advance directives, or to appoint a surrogate to make healthcare decisions on your behalf.
- You have the right to assistance in obtaining a consultation with another physician at your cost and expense.
- You have the right to be transferred to another facility when medically permissible. Such a transfer should be made only after you or your designated/legal representative has received complete information and explanation concerning the need for, and alternatives to, such a transfer. The transfer must be acceptable to the other institution.
- You have the right to examine and receive a detailed explanation of your bill.
- You have the right to full information and counseling on the availability of known financial resources for the healthcare.
- You have the right to expect that the healthcare facility will provide a mechanism whereby you are informed upon discharge of continuing healthcare requirements following discharge and the means for meeting them.
- You cannot be denied the right of access to an individual or agency who is authorized to act on your behalf to assert or protect the rights set out in this section.
- If disabled, you have the right to expect reasonable and equal access to the facilities, services, and programs of this hospital.

- Information regarding your rights as a patient should be provided to you during the admissions process or at the earliest possible appropriate moment during the course of your hospitalization.
- You have the right, without recrimination, to voice complaints regarding your care, to have those complaints reviewed and, when possible, resolved.
- You have the right to be free from verbal or physical abuse or harassment.
- You have the right to be free from the use of seclusion and restraints as a means of coercion, convenience, or retaliation by staff. The hospital will impose restraints or seclusion only when necessary to prevent injury to the patient or others and when no alternative means are sufficient to accomplish this purpose.
- You have the right to appropriate assessment and management of pain.
- Penn State St. Joseph is proud of its mission to provide excellent service to all our patients and their families. If payment of your medical bill is a concern, we may be able to assist you. We provide financial assistance based on income, family size and assets for medically necessary and emergent services. Patients who are eligible for financial assistance will not be charged more than the amounts generally billed to patients with insurance. Please visit our website at: www.thefutureofhealthcare.org to access our Financial Assistance Policy and financial assistance applications. Documents are translated in various languages and are available on the website or in person. Patient Financial Services staff is conveniently located on the campus of the Penn State Health St. Joseph, 2500 Bernville Road, Reading, PA 19605. Available by phone at 610-208-4629.

Patient Responsibilities

As a patient, you should assume responsibility for the following:

- Penn State Health St. Joseph expects that you or your family will provide information about past illnesses, hospitalization, medication and other matters relating to your health history in order to effectively treat your illness.
- Penn State Health St. Joseph expects that you will cooperate with all hospital personnel and ask questions if directions and/or procedures are not clearly understood.
- You are expected to be considerate of other patients and hospital personnel and to assist in the control of noise, smoking, and the number of visitors in your room at any one time. You are also expected to be respectful of the property of other persons and the property of the health center.
- In order to facilitate your care and the efforts of the hospital

personnel, you are expected to help the physicians, nurses, and allied medical personnel in their efforts to care for you by following their instructions and medical orders.

- Only authorized members of your family are expected to be available to hospital personnel for review of your treatment in the event you are unable to properly communicate with the physicians or nurses.
- It is understood that you assume the financial responsibility of paying for all services rendered either through third-party payer (your insurance company) or being personally responsible for payment for any services which are not covered by your insurance policies.
- It is expected that you will not take drugs which have not been prescribed by your attending physician and administered by hospital staff; and that you will not complicate or endanger the healing process by consuming alcoholic beverages or toxic substances during your hospital stay.

Patient Grievances

Our mission urges us to emphasize human dignity and social justice as we move toward the creation of healthier communities. Respect for human dignity includes respecting your rights as an individual. As medical professionals, we pride ourselves on providing high quality care in a compassionate manner.

Complaints, concerns and grievances are always taken seriously, and an attempt is made to resolve them at the level closest to the patient whenever possible.

- If you feel that any of your rights may have been violated, you or a family member are encouraged to contact the Patient Advocate as soon as possible at 610-378-2675 or in writing at Penn State Health St. Joseph, 2500 Bernville Road, Reading, PA 19605.
- You have the right to file a complaint with the state survey agency, regardless of whether or not you choose to first use Penn State Health St. Joseph's grievance process. The state survey agency's address and phone number is the Pennsylvania Department of Health, Acute & Ambulatory Care Services, and P.O. Box 90, Harrisburg, PA 17108-0090. The telephone number is 1-800-254-5164.
- In addition, the Joint Commission has a toll-free hotline that gives patients, their families, caregivers and others an opportunity to share concerns regarding quality-of-care issues at accredited health care organizations. The toll-free number is 800-994-6610. This hotline is available 24 hours a day, seven days a week.

Billing Procedure

Professional services provided by the medical center's anesthesiologists, cardiologists, emergency services physicians, neurologists, pathologists, radiologists and vascular surgeons are billed separately from other hospital charges as required by Medicare Law, PL 89-87. This means that if you require these particular services you will receive separate bills for each. A separate bill will reflect the non-physician portion of the medical center's charges, such as equipment use, film, supplies, services of technical personnel, etc. If you have any questions about your hospital bill, please contact Penn State Health St. Joseph's Billing Office at 610-378-2350. It is open Monday through Friday from 8:30 a.m. to 4:30 p.m. For questions regarding billing for professional services please contact the below-listed departments at the following phone numbers:

Anesthesiology Department.....	610-378-2823
Cardiology Department.....	610-685-8500
Emergency Services.....	610-378-2350
Pathology Department.....	866-297-2320
Radiology Department.....	610-378-2230
JM Winston Billing Office.....	610-373-0165
Emergency Physician Services.....	1-888-952-6772
Penn State Hershey Oncology Billing Office.....	1-800-254-2619

How Did We Do?

We care deeply about your experience during your hospital stay at Penn State Health St. Joseph.

After your stay, we will ask you to share meaningful information with us by having a person-to-person phone conversation with a member of HealthStream, a team we hire to objectively compile patient experience information.

Having input directly from you is vital to ensuring that we remain a leader in providing a top-notch patient experience.

The information you share when HealthStream calls you is both essential to improving the care we provide, as well as helping us to achieve the 'value' goals set by the organizations that regulate hospitals.

HealthStream sums up all of the phone calls for us and then shares the results. We find this very helpful in telling us what we are doing well and where we can improve on.

We would greatly appreciate if you would give us the "gift" of your input by taking a few moments to speak with our partners from Healthstream.

Outpatient Locations

For services that need an appointment, call Central Scheduling

610-378-2100 Fax Numbers: 610-378-2610 | 610-378-2271

Bern Township Campus

2500 Bernville Road, Reading | 610-378-2000

Lab - M-F - 6:30a.m.-7p.m. / Sa - 6:30a.m.-12p.m.

Radiology - M-F - 6a.m.-8p.m. / Sa, Su - 8a.m.-12p.m.

Full-service medical center including

Open MRI & PET/CT Scan Preadmission Testing*

Birdsboro

Rt. 724, Maple Springs | 610-582-7202

M, T, Th, F - 7a.m.-12p.m. / W, Sa - 7a.m.-10a.m.

Lab Services*

Boyertown

Boyertown Professional Center | 610-367-5777

137 Montgomery Avenue

(5th & Montgomery Avenues)

M, T, Th, F - 7a.m.-1p.m. / W, Sa - 7a.m.-10a.m.

Lab Services*

Exeter Ridge Health Complex

3970 Perkiomen Avenue, Exeter Township

610-779-1330

Lab/EKG - M, T, W, Th - 6a.m.-8p.m.

F - 6a.m.-5p.m. / Sa - 6a.m.-12p.m.

Radiology - M, T, W, Th - 8a.m.-8p.m.

F - 8a.m.-5p.m. / Sa - 8a.m.-12p.m.

Lab Services* EKG* Digital Mammography

X-ray* Physical Therapy Medical Fitness*

Primary Care

HealthSouth Reading Rehab Hospital

1623 Morgantown Rd. | 610-796-6240

M-F - 8a.m.-12p.m.

Lab Services*

Heritage of Green Hills

200 Tranquility Lane | 484-269-5133

Fax 610-898-0559

M, W, F - 7:30a.m.-11a.m.

Lab Services*

Leesport

Schoolside Plaza, Rt. 61 and Wall Street

610-926-0401

Fax 610-916-2805

Lab - M, Th - 6a.m.-6:30p.m. / T, W, F - 6a.m.-5p.m.

X-ray - M-F - 8a.m.-5p.m.

Lab Services* X-ray*

Maidencreek/Blandon

108 Plaza Dr., Suite 101 | 610-208-4650

Fax 610-916-2787

Lab - M-F - 7a.m.-9p.m. / Sa - 8a.m.-4p.m.

Su - 10a.m.-4p.m.

Radiology - M-F - 8a.m.-9p.m. / Sa - 8a.m.-4p.m.

Su - 10a.m.-4p.m.

CT Scan EKG* Lab Services* X-ray*

Urgent Care* Digital Mammography

Preadmission Testing*

Outpatient Locations

Muhlenberg

3407 N. 5th St. Hwy. | 610-208-8801

Fax 610-898-1336

Lab/X-ray/EKG - M-F - 7a.m.-9p.m.

Sa - 8a.m.-6p.m. / Su - 10a.m.-4p.m.

Lab Services* X-ray* Urgent Care* Primary Care

Reading/Downtown Campus

145 N. 6th Street

Radiology Services | 610-208-8825

Fax 610-373-8093

M-F - 8a.m.-4:30p.m.

CT Scan Digital Mammography

X-ray* Ultrasound

Laboratory | 610-378-2200

Fax 610-373-8093

M-F - 7:30a.m.-4:30p.m.

Lab Services*

Richmond Corporate Center

1800 N. 12th St. | 610-921-3723

M, T, Th, F - 8a.m.-12p.m. / W - 8a.m.-10a.m.

Lab Services*

Sinking Spring

4400 Penn Avenue | 610-898-0495

Fax 610-898-0651

M-F - 6:30a.m.-3p.m. / Sa - 7:30a.m.-11:30a.m.

Lab Services*

Spring Ridge/Wyomissing

2605 Keiser Blvd., Suite 200 | 610-927-3168

Fax 610-927-4794

Lab - M-F - 7:30a.m.-4:30p.m.

Radiology - M-F 8a.m.-4:30p.m.

Cardiac Rehabilitation EKG* Lab Services*

X-ray* Preadmission Testing*

Strausstown/Northern Berks

44 East Avenue | 610-488-9790

Fax 610-488-9791

M-F - 7a.m.-9p.m. / Sa - 8a.m.-4p.m. / Su - 10a.m.-4p.m.

EKG* Lab Services* Urgent Care* X-ray*

Primary Care Preadmission Testing*

WorkCare Occupational Medicine*

Wyomissing/Berks Imaging Center

1330 Penn Avenue | 610-373-3100

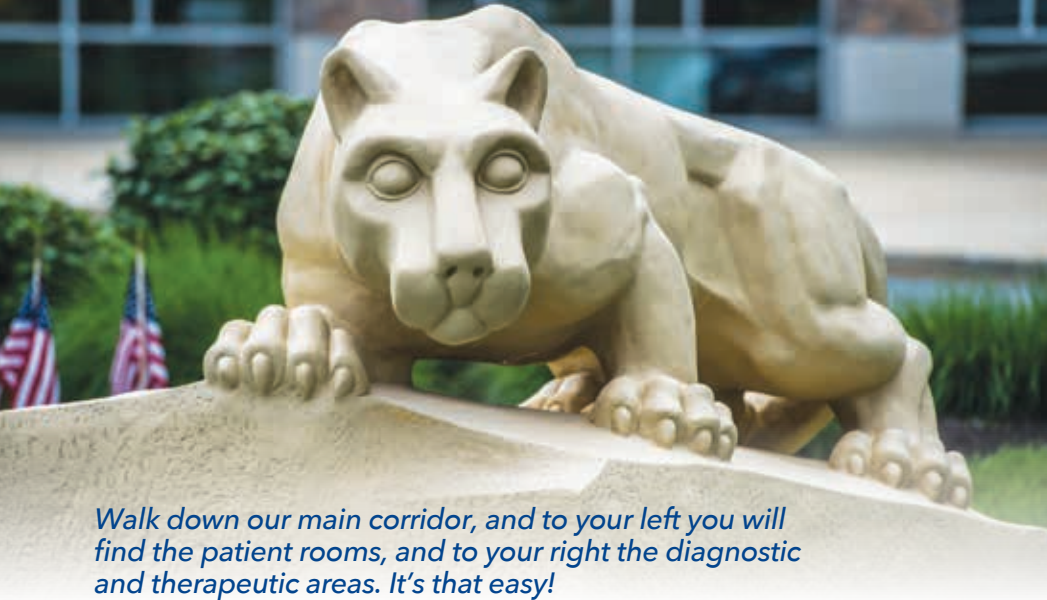
Fax 610-373-1753

M, T, Th - 8a.m.-6:30p.m. / W, F - 8a.m.-5p.m.

Bone Density Digital Mammography

Ultrasound X-ray*

*No Appointment Required



Walk down our main corridor, and to your left you will find the patient rooms, and to your right the diagnostic and therapeutic areas. It's that easy!

610-378-2000

Main Number

610-378-2330

Emergency Department

610-378-2385

Cancer Center

610-378-2340

The Heart Institute

610-378-2200

Penn State Health St. Joseph
Quality Medical Laboratory

610-378-2077

Breidegam Family Birthing
Center

610-378-2230

Diagnostic Imaging

610-378-2155

Respiratory/Pulmonary
Medicine

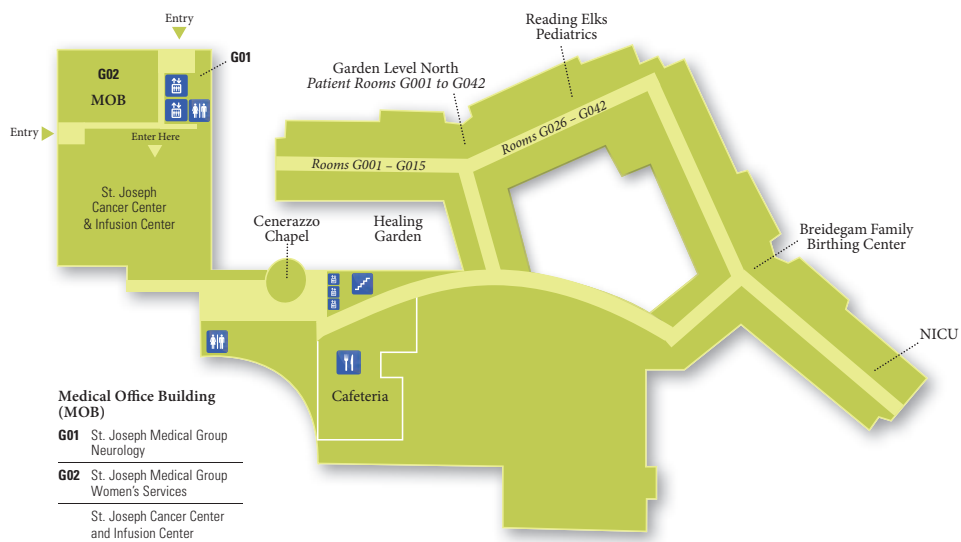
610-378-2113

Vascular Services

2500 Bernville Road
(Route 183),
Reading, PA 19605

thefutureofhealthcare.org

Garden Level



First Floor



Second Floor





SAYING *Thank You* NEVER MEANT SO MUCH!

At Penn State Health St. Joseph our healthcare professionals are dedicated to the well-being of each patient we serve. Our professionals honor the hospital's legacy of care by ensuring that, no matter how clinically and technologically advanced medicine becomes, our patients will always be attended by caregivers who understand the importance of compassion.

Saying thank you to a special nurse, doctor, or other caregiver is important and greatly appreciated. Your donation will help us continue to provide compassionate and innovative healthcare to you, your family and friends, as well as others in our community.

To make a contribution and submit the name of a person to be honored, please contact the **St. Joseph Medical Center Foundation** at **610-378-2477** or visit **Giving to St. Joe's** at **www.thefutureofhealthcare.org**.



PennState Health
St. Joseph