

TABLE OF CONTENTS


WYOMING VALLEY HEALTH CARE SYSTEM:

THE REGION'S HEALTH CARE LEADER	3
Our Vision, Mission & Core Values	3

A GUIDE TO SERVICES	4
Important Phone Numbers	4
Locations of Hospital Departments/Services	9

DURING YOUR STAY –

INFORMATION FOR PATIENTS & VISITORS	11
Americans with Disabilities Act	11
Calling the Nurse	11
CarePages	11
Discharge	12
Fire & Disaster Drills	12
Flowers & Mail	12
Guide to Advance Directives	12
Hospital Beds	14
Hospitality Cart	14
Hospitalty Shoppe & Gift Shop	14
Infection Control	15
Interpreters	15
Pain Management	15
Parking	17
Pastoral Care/Volunteer Chaplaincy Program	18
Patient Bill of Rights & Responsibilities	18
Patient Satisfaction	20
Personal Electric Equipment	20
Restrooms	20
Room Assignment	20
Room Temperature Control	21
Smoking Policy	21
The Speak Up Program:	
Help Prevent Errors in Your Care	21
Telephone/Cell Phone Service	25
Television	26
Valuables	27
Visiting Hours & Regulations	27



AFTER DISCHARGE31
Heritage House31
VNA Home Health & Hospice of Northeast PA31
Keeping Healthy32
On-Line Health Resource32
Our Library & Health Resource Center32
Birth, Breastfeeding & Beyond Resource Center33
Cardiac Rehabilitation33
STAR Fitness33
Special Programs33
Healthy Woman33
Senior Circle34
Support Groups34
Cancer Support Group34
Diabetes Self-Management Support Group34
Health Link34
Prostate Cancer Support Group34
INSURANCE & BILLING35
Health Care Insurance35
Financial Team35
Your Hospital Bill35

WYOMING VALLEY HEALTH CARE SYSTEM... THE REGION'S HEALTH CARE LEADER

With over 2,800 employees and a medical staff comprising 400 physicians representing almost 50 specialties, Wyoming Valley Health Care System is the most comprehensive health care delivery system in Northeastern Pennsylvania.

Wyoming Valley Health Care System comprises Wilkes-Barre General Hospital, an inpatient, acute care hospital and NEPA's largest community hospital; Behavioral Health Services of Wyoming Valley offering comprehensive psychiatric and substance abuse care; Heritage House, a private long-term care facility; Wyoming Valley Family Medicine Residency Program, which offers practical training for physicians and provides for the medically under-served in our region at its Family Care Center; and the VNA Home Health and Hospice of Northeast PA, which offers skilled nursing services to home-bound patients.

Wyoming Valley Health Care System is recognized as providing the region's leading cardiovascular care at The Heart and Vascular Institute at Wilkes-Barre General Hospital. It is also home to the Nesbitt Women's and Children's Center at Wilkes-Barre General Hospital – the area's premier site for obstetrics, gynecology and pediatric services. In addition, Wyoming Valley Health Care System is highly regarded for its Center for Advanced Surgery, Stroke Center, Penn State Hershey Neurosurgery at Wyoming Valley, award-winning orthopaedics program, medical and radiation oncology services, comprehensive emergency services, expansive outpatient testing services and more.

OUR VISION

Excellence and Leadership... Improving the health of our community.

OUR MISSION

Our comprehensive health system will meet the changing health needs of our community in a compassionate, collaborative and cost-effective manner – consistent with our Core Values.

OUR CORE VALUES

INTEGRITY, ACCOUNTABILITY, TEAMWORK, COMPASSION and COURTESY – are the foundation upon which all of our interactions take place.

A GUIDE TO SERVICES

IMPORTANT PHONE NUMBERS

Please Note: While in the Hospital, you only need to dial the last four digits of any phone number beginning with a 552 exchange. (For example, the Patient Service Representative number is 552-1250. To reach a Patient Service Representative, simply dial '1250'.)

OUR HOSPITALS

WILKES-BARRE GENERAL HOSPITAL

575 North River Street • Wilkes-Barre
570-829-8111



General Information	570-829-8111
Deaf and Hearing Impaired – TTY	570-552-1012
Administration	570-552-3014
Admissions	570-552-1050
Cancer Treatment Center	570-552-1300
Cancer Registry	570-552-1116
Cardiology	570-552-2050
Case Management/Social Services	570-552-1550
Chaplain	570-552-1391
Prayer Line	570-552-7729
Human Resources	570-552-8800
Imaging Services	570-552-1701
Labor & Delivery	570-552-3250
Laboratory Services	570-552-1400
Marketing Communications	570-552-7400
Medical Affairs	570-552-3054
Medical Records	570-552-1100
Neurophysiology	570-552-1190
Nuclear Medicine	570-552-2075
Obstetrics	570-552-3200
Outpatient Admissions (Registration)	570-552-1613
Patient Account Inquiries	570-552-7100
Patient Service Representatives	570-552-1250
Pediatrics	570-552-3400
Physical and Occupational Therapy	570-552-5300
Pulmonary Lab	570-552-1626
Safety and Security	570-552-1075
Volunteer Services	570-552-1199

FIRST HOSPITAL WYOMING VALLEY

Nesbitt Memorial Medical Center
562 Wyoming Avenue • Kingston
570-552-3900



OUR AFFILIATES

BEHAVIORAL HEALTH SERVICES

Nesbitt Memorial Medical Center
562 Wyoming Avenue • Kingston 570-552-3900

Advanced Psychological and Counseling Services . 570-552-3760

CHOICES 570-552-3700

Community Counseling Services of NE PA

110 South Pennsylvania Avenue • Wilkes-Barre 570-823-2155

99 Bridge Street • Tunkhannock 570-836-3118

HERITAGE HOUSE

80 East Northampton Street • Wilkes-Barre 570-826-1031

VNA HOME HEALTH & HOSPICE OF NORTHEAST PA

Thomas P. Saxton Medical Pavilion
468 Northampton Street • Edwardsville 570-552-4000

Home-Health Services 570-552-4063
..... 800-432-9791

Personal Care 570-552-4025

Hospice Care of the VNA 570-552-4075

WYOMING VALLEY ACADEMIC MEDICINE

Nesbitt Memorial Medical Center
2 Sharpe Street • Kingston

Family Care Center 570-552-8900

Mother-To-Be Health Service Program 570-552-7795

Wyoming Valley Family Medicine Residency Program .. 570-552-8900

WYOMING VALLEY MANOR

518 Wyoming Avenue • Kingston 570-718-4020

OUR SUPPORT SERVICES

CARDIAC REHABILITATION

Thomas P. Saxton Medical Pavilion
468 Northampton Street • Edwardsville570-552-4590

CHILDBIRTH EDUCATION

Thomas P. Saxton Medical Pavilion
468 Northampton Street • Edwardsville570-552-3416

DIABETES MANAGEMENT & NUTRITION CENTER

Nesbitt Medical Arts Building
534 Wyoming Avenue, Suite 201 • Kingston570-552-7150

GAMMA KNIFE CENTER

345 North Pennsylvania Avenue • Wilkes-Barre570-552-1300

GENERAL COMMUNITY PHARMACY

Nesbitt Memorial Medical Center
562 Wyoming Avenue • Kingston570-552-7500

PEDIATRIC SPECIALTY CLINIC

540 Pierce Street • Kingston800-243-1455
(Penn State Children's Hospital)

PENNANT LABORATORY SERVICES

575 North River Street • Wilkes-Barre570-552-1400
(Refer to Outpatient Testing Centers for a comprehensive listing of locations.)

STAR FITNESS

Thomas P. Saxton Medical Pavilion
468 Northampton Street • Edwardsville570-552-4550

WOMEN'S IMAGING CENTER

Thomas P. Saxton Medical Pavilion
468 Northampton Street • Edwardsville570-552-1701

WOUND HEALING CENTER

545 North River Street, Suite 10 • Wilkes-Barre570-552-2750

**WYOMING VALLEY HEALTH CARE SYSTEM
PHYSICAL, OCCUPATIONAL AND SPEECH THERAPY**

Wilkes-Barre General Hospital
575 North River Street • Wilkes-Barre
Physical and Occupational Therapy570-552-5300
Speech Therapy570-552-5314

Thomas P. Saxton Medical Pavilion
468 Northampton Street • Edwardsville
Physical Therapy570-552-4554
The Hand Center570-552-4263

WYOMING VALLEY IMAGING CENTER

345 North Pennsylvania Avenue • Wilkes-Barre
PET Scan570-552-2075
Gamma Knife570-552-1300

OUTPATIENT TESTING CENTERS

Clarks Summit

Rear 319 North State Street
Laboratory570-586-0841

Daleville

Route 435, Bill's Plaza
Laboratory570-848-1975

Dallas

Back Mountain Medical Center • 100 Upper Demunds Road
Laboratory, EKG, X-ray,
Holter Monitor570-674-9033
Mammography570-552-1701

Dunmore

(Pennant Lackawanna) • 620 North Blakely Street
Laboratory570-963-0277

Edwardsville

Thomas P. Saxton Medical Pavilion • 468 Northampton Street
Laboratory, EKG, Holter Monitor570-552-4500
Express Laboratory (blood draw only)570-552-4543

X-ray, MRI, Fluoroscopy, Ultrasound, CT Scan,
Dexascan, Mammography570-552-1701
Nuclear Medicine570-552-2075
Stereotactic Breast Biopsy570-552-4505

Exeter

Exeter Medical Center • 1701 Wyoming Avenue
Laboratory, EKG570-655-5461

Hazleton

1201 North Church Street • Suite 119, Building A
Laboratory570-453-3476

Kingston

425 Tioga Avenue
Laboratory570-287-6661

Mountaintop

Mountaintop Medical Center • 62 North Mountain Boulevard
Laboratory, EKG, X-ray570-474-6688

Nanticoke

Nanticoke Medical Center • 4 East Main Street
Laboratory570-735-4818

Plymouth

203 East Main Street
Laboratory570-779-9750

Scranton

331 North Washington Avenue
Laboratory570-343-0862

Scranton Pittston Avenue

Laboratory570-207-5196

729 Siniawa Plaza II • Route 6

Laboratory570-343-6851

Taylor

803 South Main Street
 Laboratory570-562-7917

Wilkes-Barre

Community Counseling Services of N.E. PA
 130 South Pennsylvania Avenue
 Laboratory, EKG570-823-3838

Wilkes-Barre General Hospital

575 North River Street
 Laboratory570-552-1400
 Cardiology570-552-2050
 X-ray, Fluoroscopy, MRI, Mammography,
 Ultrasound, CT Scan570-552-1701
 Neurophysiology570-552-1190
 Nuclear Medicine570-552-2075
 Pulmonary Lab570-552-1626

LOCATIONS OF HOSPITAL DEPARTMENTS/SERVICES

Administration 1st floor, Ancillary Building
 Admissions 1st floor
 CCU/ICU/CTICU 2nd floor, East
 Canteen Ground floor, East
 Cardiac Cath Lab 2nd floor, East
 Cardiac Surgery Step Down Unit . 2nd floor, West
 Cardiology 2nd floor, West
 Cardiology – Nuclear Medicine
 Reception 2nd floor, Center
 Case Management (SOCIAL SERVICES) .. 1st floor
 Central Supply 2nd floor, East
 Chapel Ground floor
 Detox 6th floor, North
 Dialysis 6th floor, West
 Emergency Department Ground floor
 Employee Cafeteria 1st floor
 Employee Health Services 7th floor, Center
 Gift Shop Ground floor
 Gynecology 3rd floor
 Health Resource Library Ground floor

Hospitality Shoppe	Ground floor
Human Resources	1st floor, Ancillary Building
Imaging Services/Radiology	1st floor
Information	Ground floor
Kindred Care	7th floor, West
Labor and Delivery	3rd floor, East
Laboratory	1st floor
Library	Ground floor
Main Lobby	Ground floor
Medical Records	Ground floor
Med/Surg.	7th and 8th floors, East
Neurophysiology	Ground floor
Nuclear Medicine	2nd floor, East
Nursing Offices	4th floor, South
Observation Unit	4th floor, Center/North
Oncology	4th floor, East
Orthopaedics	5th floor, East
Outpatient Testing	1st floor
Pediatrics	3rd floor, South
Pharmacy	Ground floor, Ancillary Building
Physical Medicine	5th floor, Center
Physicians Lounge	Ground floor
Radiation Oncology	Ground floor
Respiratory Unit	6th floor, East
Respiratory Therapy	7th floor, Center
Surgical Short Stay and Recovery	1st floor, East
Surgical Waiting Area	1st floor
Telemetry	2nd floor, Center/South
.	6th floor, Center/South
Transitional Care Unit (TCU)	5th floor, West
Volunteer Services	1st floor

DURING YOUR STAY – INFORMATION FOR PATIENTS & VISITORS

AMERICANS WITH DISABILITIES ACT (ADA)

Wyoming Valley Health Care System complies with the Americans with Disabilities Act of 1992 (ADA).

CALLING THE NURSE

A button (“call light”) to call a staff nurse is located at your bedside. When you press the button, a light flashes at the nurses’ station to alert staff that you need assistance. A member of the nursing staff will respond to your request for assistance as soon as possible.

CAREPAGES

Stay in touch with your very own web page!

Wyoming Valley Health Care System has joined with CarePages – a free and voluntary Internet service that helps you stay in touch with your family and friends during your hospital stay. With your personalized CarePage, you’ll be able to stay connected to loved ones all over the world, all in complete privacy.

With CarePages, you'll be able to:

- Share news and updates about you or your loved one's condition and progress via the Internet – anytime and anywhere.
- Keep in touch before, during and after hospitalization.
- Receive supportive messages from family, friends or anyone you choose. Whether it's a relative across town, across the country or overseas, CarePages brings you together.
- Share photos with family and friends.
- View inspiring stories and access tools to communicate with others in similar situations.
- Send compliments to hospital staff members for providing exceptional patient care.

Your CarePage works for you as long as you want it to.

Since you control the level of security and privacy for your CarePages, you can rest easy knowing that only individuals you designate will be able to view your information.

HOW TO GET STARTED

Starting a CarePage for yourself or a loved one is easy:

- Visit CarePages.com/vvhcs.
- Click on "Create a CarePage" to begin.
- Register and follow a few simple steps to complete your carepage.

You can then access your CarePage from any computer with Internet access. For convenience while in the Hospital, computer kiosks are available in the Library (ground floor), Oncology Dayroom (4-East) and Nesbitt Women's and Children's Dayroom (3rd floor).

If you need assistance, contact CarePages at support@carepages.com or toll-free at **1-888-852-5521**, Monday through Friday from 9 AM – 7 PM.

DISCHARGE

Discharge time for patients is 11 AM.

FIRE & DISASTER DRILLS

Fire and disaster drills are frequently conducted in the hospital setting to enhance employee awareness and response to potential crisis situations. Patients and visitors are asked to remain in their rooms when drills are being conducted.

FLOWERS & MAIL

Volunteers deliver flowers and mail to your room as soon as these items arrive at the Hospital's information/reception desk. Flowers and plants cannot be sent or taken to any of the critical care units due to the complexity of care and equipment in those areas. If a patient is either admitted or transferred to a critical care area, flowers and plants must be taken home by family members.

Letters and parcels that arrive after you have been discharged will be forwarded to your home.

GUIDE TO ADVANCE DIRECTIVES

Under federal and state law, you have the right to choose the medical treatment that you will receive. Normally, your decision about accepting or rejecting different medical treatments is expressed directly from you to your physician. However, you may not always be

able to express your preferences. For example, if you were unconscious, you would not be able to directly communicate your medical treatment preferences to your physician. In order to protect your individual preferences and rights, states have enacted laws which allow you to express your wishes about future medical care in writing. These written preferences, called “advance directives,” are designed to enhance your control over medical treatment in the event that you are ever unable to speak for yourself.

This facility is committed to respecting your medical treatment preferences, whether such preferences are communicated directly or by means of an advance directive. It is the policy of the facility to comply with your wishes to the extent permissible under applicable law. The following information explains advance directives generally. To obtain the legal forms for our state, or if you have additional questions, you should talk to your doctor, nurse or social worker. If after reading this information, you have complaints concerning the advance directives requirements in this state, you may contact the Medicare State Survey and Certification Agency for your region. Contact information for the state agency is available to you upon request.

Q: What are advance directives?

A. As described above, advance directives are written expressions of your medical treatment preferences which come into effect when you are incapacitated. The forms of advance directives vary from state to state.

Q: Do I have to have an advance directive?

A. No. You are not required to have an advance directive. Your decision not to have an advance directive will not prevent a physician or hospital from caring for you. In fact, physicians and hospitals are prohibited from conditioning the provision of care or discriminating against you based on your advance directive decisions.

**Q: Are there preferred forms or types of advance directives?
What if I decide I don't want it anymore?**

A. You may choose any advance directive that is recognized by our state. Again, if you would like the particular forms for our state, or if you have additional questions, you should talk to your doctor, nurse, case manager or social worker. Generally, advance directives may be

revoked by you at any time. The method and manner of the revocation will vary based upon the form.

If you have any questions, please contact the Case Management Department at **570-552-1550** or your nurse.

HOSPITAL BEDS

Because hospital beds are operated electronically, your nurse will show you how to properly operate your bed. Please be aware that your bed may be higher and less spacious than your bed at home, so be careful when moving about in the bed and when getting in and out. Bedside rails may be raised for your safety.

HOSPITALITY CART

Our Volunteers provide a hospitality cart for patients after 10:00 AM. The cart is wheeled throughout patient care areas and offers patients the opportunity to purchase newspapers, beverages, personal items, candy and gifts.

HOSPITALITY SHOPPE & GIFT SHOP

For the convenience of visitors, the **Hospitality Shoppe** is located on the main floor near the Lobby. The Hospitality Shoppe offers nutritious homemade entrees, sandwiches and soups for patients' families, hospital employees and visitors. Special features include a "Heart Safe Menu" and breakfast served all day.

Hours of Operation:

Monday through Friday 7:00 AM to 7:30 PM

Saturday and Sunday 11:00 AM to 7:00 PM

CLOSED ON ALL MAJOR HOLIDAYS.

Lori's Gift Shop is also located on the main floor, across from the Hospitality Shoppe. The Gift Shop offers a wide variety of seasonal gifts, flowers, candy, newspapers, magazines and personal items.

Hours of Operation:

Monday through Friday 7:00 AM to 9:00 PM

Saturday and Sunday 8:00 AM to 8:00 PM

CLOSED ON ALL MAJOR HOLIDAYS.

INFECTION CONTROL

Infection control is a process for preventing and controlling the spread of infectious disease. Patients that have an infectious disease or an antibiotic resistant organism, will be placed in an appropriate setting to limit the spread of infectious disease. This may include a private room and the use of personal protective equipment (masks, gowns, etc.).

Hand hygiene is the cornerstone of infection control. Germs (viruses, bacteria, fungi) found on bedrails, sinks, skin and other high touch areas can be transported from one area to another on unwashed hands. Antimicrobial soap and an alcohol hand sanitizer are available for use in every patient room and in patient care areas. Hospital personnel, visitors and patients are asked to sanitize their hands before entering patient rooms and upon leaving. Feel free to ask, "Did you wash/sanitize your hands", thus reminding health care personnel of the importance of appropriate hand hygiene.

For your safety, discourage visitors from using your bathroom and sitting on your bed. Also, family members or friends who have colds, respiratory symptoms or other contagious illnesses are requested to refrain from visiting until they are well.

INTERPRETERS

Language interpreters are available on a telephone service 24-hours-a-day, seven-days-a-week. To arrange this service, please contact your nurse. Interpreters for the hearing impaired are available through the Patient Service Representatives Department at **570-552-1250**.

PAIN MANAGEMENT

We want your hospital stay to be as comfortable as possible. Please tell your nurse as soon as possible if you are having any pain. If you are not able to talk and cannot tell us how bad your pain is, we have a picture scale you can use to let us know how much pain you are having. If you cannot use the picture scale, your nurses have been trained to observe and assess patients for pain and for response to pain medications. People used to think that severe pain was something they "just had to put up with," but with current treatments that is no longer true. Pain can be controlled so you feel more comfortable. Here you can work with your nurses and doctors to prevent or

relieve pain. When skin and internal tissue are irritated, damaged, or cut, nearby nerves send signals up the spinal cord to the brain. Fear and anxiety increase the signal, making pain seem worse. Ask questions so you know what to expect. This will help you be less afraid and more in control which will make pain easier to handle. You are the key to getting the best pain relief because pain is personal. The amount or type of pain you feel may not be the same as others feel, even those who have had the same procedure, surgery or medical condition. Current pain control measures can make your recovery more comfortable. You can take an active role by asking what to expect, talking with your doctor, and accepting available pain medications. Do not worry about getting “hooked” on pain medicine. Studies have shown that the short-term use of pain medication is not addictive unless you already have a problem with drug abuse.

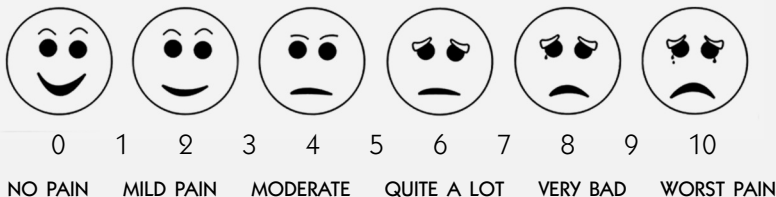
PAIN CONTROL CAN HELP YOU:

- Enjoy greater comfort while you heal.
- Get well faster. With less pain, you can start walking, do your breathing exercises, and get your strength back more quickly. You can even leave the hospital sooner.
- Improve your results. People whose pain is well controlled seem to do better. They may avoid some problems (such as pneumonia and blood clots) that affect others.

COMMUNICATING PAIN RELIEF

You will be asked to rate your pain on a number scale from 0 to 10. Zero stands for no pain up the scale to 10, which represents the worst possible pain imaginable. Be honest when rating your pain. If the pain medication is not helping, let the nurse and doctor know. Ask your nurse to give your medication before the pain gets worse or is at a pain level above “4.” If your pain gets ahead of the medication, you may not have the best level of relief.

PAIN ASSESSMENT: Below is the pain scale being used at our hospital. What you feel is real and unique to you. Indicate your pain on a scale from 0 to 10.



THINGS TO REMEMBER:

You can get better pain control by doing the following:

- Ask the doctors and nurses what to expect. Will there be much pain? Where will it occur? How many days is it likely to last?
- Discuss your past pain control experiences with your doctors and nurses that have either worked well or not so well for you.
- Discuss with your doctors and nurses any concerns you may have about pain medicine, including any allergies to medicines or prior substance abuse, and ask about side effects that may occur with treatments.
- Learn deep breathing and relaxation exercises.
- Use massage or hot or cold packs to help decrease the pain experience if ordered by your doctor. If you want to listen to music, bring your preferred listening device.
- Take the pain medicine that is ordered.
- Take pain medicine when pain first begins. The pain is better controlled if you do not wait to take pain medicine when it is worse.
- Take pain medicine before you do activity that you find makes the pain worse.
- Rate your pain using the pain scale 0-10. Be honest: If the pain medication is not helping, let the doctors and nurses know. The dosage may need to be adjusted.
- Set a pain control rating scale such as having no pain that is worse than 3 or 4 on the pain scale.
- Stick with your pain control plan if it is working. Your doctors and nurses can change the treatment if your pain is not under control.
- You need to let the doctors and nurses know about your pain. The doctors and nurses want and need to know about your pain to help control it.

PARKING

Parking for visitors is available for an hourly fee (.55/hour)* in the Parking Garage adjacent to Wilkes-Barre General Hospital. Parking is available 24-hours-a-day, 7-days-a-week, with numerous handicapped spaces available on the red, purple and blue levels. All parked cars should be locked and valuables should be secured in the trunk or out-of-sight.

Wyoming Valley Health Care System assumes no responsibility for damage to, or theft of, any vehicle or items contained therein.

* SUBJECT TO CHANGE.

PASTORAL CARE/VOLUNTEER CHAPLAINCY PROGRAM

For many patients, pastoral care plays an important role in their treatment and recovery by providing spiritual comfort and strength. Our volunteer chaplaincy staff comprises a number of clergy members from throughout the community whose availability can be determined by asking your nurse or dialing '0' and asking the operator. Your minister, priest, rabbi or designated religious advisor is always welcome to visit with you.

For the convenience of our patients, a Chaplain is available at designated times during the week. Please dial 1391 to reach the Chaplain.

Wyoming Valley Health Care System also sponsors a Prayer Line (dial 7729). The Prayer Line offers a different pre-recorded, non-denominational prayer each day. Patients, families and visitors are always welcome to call.

PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

We believe that patients who understand and participate in their treatment achieve better results. Please take a moment and familiarize yourself with your rights and responsibilities as a patient.

YOU HAVE THE RIGHT TO:

- Know the risks, benefits and alternatives to proposed treatments or procedures.
- Choose the physicians or other clinicians who will be providing care or treatment, as well as have information about them.
- Receive information in easy to understand terms that will allow for an informed consent.
- Privacy regarding medical care.
- Participate in the plan of care, including your treatment plan, notifying your family or physician of admission and discharge planning.
- Pain management.
- Refuse care, treatment and services in accordance with law and regulation.
- Be informed about the outcomes of care, treatment and services.
- Receive information and communication in an understandable manner including provision of interpreter and translation services.
- Formulate advanced directives and have staff and practitioners comply with those directives.
- Reasonable responses to reasonable requests of service.

- Leave the medical center against the advice of the physician.
- Examine and receive an explanation of the bill for services regardless of the source of payment.
- Select providers of goods and services after discharge.
- Receive a Notice of Privacy Practices.
- Request privacy protection.
- Access protected health information in a reasonable time frame.
- Amend protected health information.
- Request an accounting of disclosures of protected health information.
- Be free from any forms of restraint or seclusion as a means of convenience, discipline, coercion or retaliation.
- The least restrictive restraint or seclusion should be used only when necessary to ensure patient safety.
- Care regardless of your race, color, religion, sex, national origin, age, ability to pay or disability and any other legally prohibited reasons.
- Receive care in a safe and dignified environment, free from all forms of abuse, neglect, harassment and/or exploitation.
- Protection and respect of your rights if you are participating in a human research clinical trial.

YOU HAVE THE RESPONSIBILITY TO:

- Provide accurate and complete information concerning your present medical condition, past illnesses or hospitalization and any other matters concerning your health.
- Tell your caregivers if you do not completely understand your plan of care.
- Follow the caregivers' instructions.
- Follow all medical center policies and procedures while being considerate of the rights of other patients, medical center employees and medical center properties.

**REGARDING PROBLEM RESOLUTION,
YOU ALSO HAVE THE RIGHT TO:**

Lodge a concern with the state, whether you have used the hospital's grievance process or not. If you have concerns regarding the quality of your care, coverage decisions or want to appeal a premature discharge, contact:

**Pennsylvania Department of Health
Acute and Ambulatory Care Services
PO Box 90
Harrisburg, PA 17108-0090
1-800-254-5164**

You may also express your concerns about patient care and safety to hospital personnel and/or management. A complaint may also be filed through our Privacy Officer through our Compliance Line at **1-800-822-2122**.

If your concerns and questions can not be resolved at this level, contact The Joint Commission at **1-800-994-6610**, by Fax at **630-792-5636**, by e-mail at **complaint@jointcommission.org**, or by mail at:

**Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181**

PATIENT SATISFACTION

After discharge from the Hospital, you may receive a survey in the mail asking your opinion on the services you received. Your comments are valuable in helping us determine if we are meeting your needs and expectations. Please take a moment to complete this survey and return it in the postage paid envelope provided.

PERSONAL ELECTRIC EQUIPMENT

Electrical equipment not owned by our hospital may not be used during your hospitalization. In the interest of safety and the prevention of fire, only hospital-owned electrical equipment shall be used as needed.

RESTROOMS

Patient bathrooms are for the exclusive use of patients. Visitors are asked to use the public restrooms available on every floor throughout the Hospital. Public restrooms are ADA compliant for those with special needs and are designated with the appropriate signage.

ROOM ASSIGNMENT

Your room assignment is based on your admitting diagnosis and bed availability at the time of admission. Most rooms are semi-private, but there are a limited number of private rooms, subject to availability. Private rooms carry an additional charge which most insurances do not cover.

ROOM TEMPERATURE CONTROL

Our hospital temperature control system is totally automated. Periodically, staff from our Maintenance Department will visit you to ensure that your room is at a temperature which is comfortable to you. If at any time you wish that your room temperature be changed, ask your nurse or call the Maintenance Department at ext. **1360**.

SMOKING POLICY

Our hospital prohibits smoking on hospital property.

SPEAK UP

HELP PREVENT ERRORS IN YOUR CARE

Everyone has a role in making health care safe – physicians, health care executives, nurses and technicians. Health care organizations across the country are working to make health care safety a priority. You, as the patient, can also play a vital role in making your care safe by becoming an active, involved and informed member of your health care team. An Institute of Medicine (IOM) report has identified the occurrence of medical errors as a serious problem in the health care system. The IOM recommends, among other things, that a concerted effort be made to improve the public's awareness of the problem.

The "Speak Up" program, sponsored by The Joint Commission, urges patients to get involved in their care. Such efforts to increase consumer awareness and involvement are supported by the Centers for Medicare and Medicaid Services. This initiative provides simple advice on how you, as the patient, can make your care a positive experience. After all, research shows that patients who take part in decisions about their health care are more likely to have better outcomes.

Speak up if you have questions or concerns, and if you don't understand, ask again. It's your body, and you have a right to know.

- Your health is too important to worry about being embarrassed if you don't understand something that your doctor, nurse or other health care professional tells you.
- Don't be afraid to ask about safety. If you're having surgery, for example, ask the doctor to mark the area that is to be operated upon, so that there's no confusion in the operating room.
- Don't be afraid to tell the nurse or the doctor if you think you are about to receive the wrong medication.

- Don't hesitate to tell the health care professional if you think he or she has confused you with another patient.

Pay attention to the care you are receiving. Make sure you are getting the right treatments and medications by the right health care professionals. Do not assume anything.

- Tell a nurse or doctor if something doesn't seem quite right.
- Expect health care workers to introduce themselves when they enter your room and look for their identification badges. A new mother, for example, should know the person to whom she is handing her baby. If you are unsure, ask.
- Germs are everywhere and sick people can get infections easier. You should expect that everyone who cares for you should have clean hands. If you do not see your nurse, doctor or other caregiver wash their hands or use a waterless alcohol hand cleaner when entering your room, it's ok to ask them if they have cleaned their hands.
- Know what time of day you normally receive a medication. If it doesn't happen, bring this to the attention of your nurse or doctor.
- Make sure your nurse or doctor confirms your identity, that is, checks your wristband or asks your name, before he or she administers any medication or treatment.

Educate yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan.

- Ask your doctor about the specialized training and experience that qualifies him or her to treat your illness (and be sure to ask the same questions of those physicians to whom he or she refers you).
- Gather information about your condition. Good sources include your doctor, your library, respected website and support groups.
- Write down important facts your doctor tells you, so that you can look for additional information later. And ask your doctor if he or she has any written information you can keep.
- Thoroughly read all medical forms and make sure you understand them before you sign anything. If you don't understand, ask your doctor or nurse to explain them.
- Make sure you are familiar with the operation of any equipment that is being used in your care. If you will be using oxygen at home, do not smoke or allow anyone to smoke near you while oxygen is in use.

Ask a trusted family member or friend to be your advocate. Your advocate can ask questions that you may not think of while you are under stress.

- Ask this person to stay with you, even overnight, when you are hospitalized. You will be able to rest more comfortably and your advocate can help to make sure you get the right medications and treatments.
- Your advocate can also help remember answers to questions you have asked, and speak up for you if you cannot.
- Review consents for treatment with your advocate before you sign them and make sure you both understand exactly what you are agreeing to.
- Make sure your advocate understands the type of care you will need when you get home. Your advocate should know what to look for if your condition is getting worse and whom to call for help.

Know what medications you take and why you take them. Medication errors are the most common health care mistakes.

- Ask about the purpose of the medication and ask for written information about it, including its brand and generic names. Also inquire about the side effects of the medication.
- If you do not recognize a medication, verify that it is for you. Ask about oral medications before swallowing, and read the contents of bags of intravenous (IV) fluids. If you're not well enough to do this, ask your advocate to do this.
- If you are given an IV, ask the nurse how long it should take for the liquid to "run out."
- Whenever you are going to receive a new medication, tell your doctors and nurses about allergies you have, or negative reactions you have had to medications in the past.
- If you are taking multiple medications, ask your doctor or pharmacist if it is safe to take those medications together. This holds true for vitamins, herbal supplements and over-the-counter drugs, too.
- Make sure you can read the handwriting on any prescriptions written by your doctor. If you can't read it, the pharmacist may not be able to either.

Use a hospital, clinic, surgery center, or other type of health care organization that has undergone a rigorous on-site evaluation against established standards, such as that provided by the Joint Commission.

- Ask about the health care organization's experience in treating your type of illness. How frequently do they perform the procedure you need and what specialized care do they provide in helping patients get well?
- If you have more than one hospital or other facility to choose from, ask your doctor which one offers the best care for your condition.
- Before you leave the hospital or other facility, ask about follow-up care and make sure that you understand all of the instructions.
- Go to Quality Check at: jointcommission.org to find out whether your hospital or other health care organization is accredited.

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

- You and your doctor should agree on exactly what will be done during each step of your care.
- Know who will be taking care of you, how long the treatment will last, and how you should feel.
- Understand that more tests or medications may not always be better. Ask your doctor what a new test or medication is likely to achieve.
- Keep copies of your medical records or logs of previous hospitalization and share them with your health care team. This will give them a more complete picture of your health history.
- Don't be afraid to seek a second opinion. If you are unsure about the nature of your illness and the best treatment, consult with one or two additional specialists. The more information you have about the options available to you, the more confident you will be in the decisions made.
- Ask to speak with others who have undergone the procedure you are considering. These individuals can help you prepare for the days and weeks ahead. They also can tell you what to expect and what worked best for them as they recovered.

FIVE THINGS YOU CAN DO TO PREVENT INFECTION

Avoiding contagious diseases like the common cold, strep throat and the flu is important to everyone. Here are five easy things you can do to fight the spread of infection.

1. Clean your hands.

Use soap and warm water. Rub your hands well for at least 15 seconds. Or, at least use alcohol-based hand sanitizers.

2. Make sure health care providers clean their hands or wear gloves.

Before they treat you, ask doctors, nurses, dentists and other health care providers if they've cleaned their hands or if they will be wearing gloves.

3. Cover your mouth and nose.

When you sneeze or cough, germs can travel 3 feet or more! Cover your mouth and nose to prevent the spread of infection.

4. If you are sick, avoid close contact with others.

When seeking medical treatment, ask if there's anything you can do to avoid spreading germs in the waiting room.

5. Get shots to avoid disease and fight the spread of infection.

Make sure your vaccinations are current – even for adults.

The goal of the Speak Up™ program is to help patients become more informed. “Five Things You Can Do to Prevent Infection” is supported by:

American Hospital Association
Association for Professionals in Infection Control and Epidemiology, Inc.
Centers for Disease Control and Prevention
Infectious Diseases Society of America
The Joint Commission
Society for Healthcare Epidemiology of America

TELEPHONE/CELL PHONE SERVICE

Telephones are provided in each room, except in the critical care units (CTICU, CCU, SICU). You may receive calls from 6:30 AM to 9:30 PM. Local calls may be made anytime from your room by dialing '9' plus the local number.

To receive outside (external) calls to your hospital room:

552 + Room Number and Bed Number Example:

Room 749, Bed 2 = 552-7492

(If the bed is located near the door, it is considered 'Bed 1'.

If located near the window, it is considered 'Bed 2'.)

To reach departments within Wilkes-Barre General Hospital or Wyoming Valley Health Care System (any phone number beginning with a 552 exchange): Simply dial the last four digits.

Example: The Patient Service Representative phone number is 552-1250. Dial 1250 to reach a Patient Service Representative.

Long distance calls can be made any time from inside the Hospital by dialing '0' for assistance. Long distance calls cannot be charged to your room. They must be placed by using a calling card or a credit card or by reversing the charges through an outside operator. A deaf and hearing-impaired line (TTY) is available to you or for your use in communicating with a hearing-impaired family member or friend. A hearing-impaired phone is available upon request. Dial '0' for assistance.

Due to patient courtesy considerations and possible interference with certain medical equipment used to treat and monitor patients, cell phone usage is limited to designated locations throughout the Hospital (signs indicate where cell phones are permitted). For this reason, please do not turn on cell phones in those areas of the Hospital where cell phones are prohibited. For visitors' convenience, pay phones are located on every floor throughout the Hospital. Please ask for assistance in locating designated cell phone areas.

Please feel free to inquire with your nurse if you have any questions regarding the use of telephones or cell phone.

TELEVISION

Televisions are provided free of charge. Individual sound control devices may be provided in an effort to control noise. Should the TV set fail to operate properly, please notify a member of the nursing staff who will arrange for repair.

Please note: For your convenience, channel 97 features educational GE programming and channel 96 is devoted to cardiac education. Please see your nurse for specifics.

VALUABLES

Patients are asked to refrain from keeping items of value with them. Items which should remain at home include money and jewelry. You should also take special precautions with any assistive devices needed during your hospital stay such as: dentures (place them in a denture cup with a lid which can be obtained from your nurse); eyeglasses (keep them in a glass case at all times when not being worn); and hearing aids (keep them in a safe place when not in use).

Please do not place any personal items on your meal tray, bedside stand or over-bed table. They may be discarded and normally cannot be retrieved.

If you have any personal assistive devices such as a cane, walker or wheelchair, it should be clearly identified with your full name.

“Lost and Found” is located in the Safety and Security Department (dial **1080**).

(Wyoming Valley Health Care System does not accept responsibility for any item of value and cannot replace lost items.)

VISITING HOURS & REGULATIONS

- **MEDICAL/SURGICAL AND TELEMETRY**

11:00 AM TO 8:00 PM

- **CRITICAL CARE UNITS (CCU, SICU, CTICU)**

11:00 AM TO 11:30 AM

1:00 PM TO 1:30 PM

5:00 PM TO 5:30 PM

7:00 PM TO 7:30 PM

- **2W (CARDIAC SURGERY STEPDOWN UNIT)**

11:00 AM TO 1:30 PM

5:00 PM TO 7:30 PM

- **DETOXIFICATION UNIT**

Visiting is prohibited.

- **OPERATING ROOM**

Parents or guardians may remain in the holding room with patients under 18-years-old until the patient is taken to the OR. This is limited to a maximum of two persons per patient. Visitors for patients over 18-years-old may only accompany patients to the entrance of the OR suite.

- **POST ANESTHESIA CARE UNIT**

Visiting is prohibited except at the discretion of the PACU Charge Nurse.

- **EMERGENCY DEPARTMENT**

One visitor per patient is permitted. Visitors must remain at the bedside and must comply with Emergency Department staff direction.

Visitors for patients held in Suite B awaiting an inpatient bed, must follow the visiting hours for Medical/Surgical areas. Visitors are limited to two per bedside.

- **TRANSITIONAL CARE UNIT**

Family and Friends: Unlimited.

- **SHORT-STAY PROCEDURE UNIT**

- (23-hour Observation Unit, Endoscopy & Outpatient)

Visitors are restricted to immediate family or person(s) accompanying the patient. No more than two visitors are allowed at the bedside. No children are permitted to visit in the unit.

- **OBSTETRICS**

Visiting hours for OB patients are 11:00 AM to 8:00 PM. An adult must accompany siblings of the newborn while they are visiting in the Hospital. Children **must** leave at 8:00 PM when visiting hours are over. No children are permitted to stay overnight.

The father of the baby may visit from 8:00 AM to 10:00 PM. Fathers are not permitted to stay overnight **unless** the couple agrees to keep the newborn in the room with them. At this time, the father will be offered a chair bed if one is available.

- **LABOR AND DELIVERY**

Visitation is limited to three support persons at the bed side at any given time. The remaining visitors must remain in the visiting room provided near the center elevators. No visitors are permitted to loiter near the labor and delivery doors.

- **SPECIAL CARE NURSERY**

Newborns in the Special Care Nursery may have either parent visit at any time, provided the infant is not undergoing specialized procedures. Two visitors are allowed at the bedside.

Grandparents may visit for 15 minutes provided they are accompanied by one of the infant's parents.

- **PEDIATRICS**

11:00 AM to 8:00 PM.

No children under 14 years of age are permitted to visit pediatrics.

All visitors are required to sign in at the nurse's station before entering the pediatric department.

One parent is permitted to remain with a child less than 14 years old over night. A chair bed will be provided to the parent who is staying with the child. The other parent is welcome to stay in the waiting room located near the center elevators.

No other visitors will be allowed on the pediatric department after 8:00 PM. Doors will be locked.

SPECIAL NOTES:

Children

Children under 12 years of age are discouraged from visiting patients with the exception of those in obstetrics/postpartum or with special permission. Parents are urged to use caution and to refrain from bringing visiting children who may be ill. Children must be accompanied by an adult at all times and they must remain in the unit they are visiting.

Clergy

Members of the Clergy are permitted to visit at any time. Clergy members must identify themselves to the nursing staff and are expected to follow the direction of nursing staff during emergency or special situations.

Number of Visitors

Visitors in the Medical/Surgical Units are limited to three (3) per patient bedside. In Critical Care, Cardiac Surgery Stepdown and Pediatric Units, visitors are limited to no more than two (2) per patient bedside.

Visiting Guidelines

A patient may request that visiting hours be limited and/or visitors restricted. Also, Wyoming Valley Health Care System reserves the right to limit or restrict visiting hours during special circumstances (such as during a community epidemic or in an emergency).

Waiting Areas

There are specifically-designated lounge areas for visitors on each patient floor (some with pay phones and restrooms) and on the main floor in the lobby areas. Specific waiting areas have been designated for families of patients in the critical care areas, the surgical area and the emergency room. During certain daytime hours, volunteers are on duty in the Surgical Waiting Area to assist families waiting for patients.

AFTER DISCHARGE

HERITAGE HOUSE

Whatever your special concerns are after being discharged, Heritage House offers virtually all of the amenities of home, in a lifestyle that's appropriate for your age, your health and your needs:

INDEPENDENT LIVING IN YOUR OWN MODERN APARTMENT.

32 modern, comfortable, spacious 1-bedroom apartments for those who savor the comforts and benefits of a worry-free retirement – within a safe, convenient environment.

ASSISTED LIVING FOR THOSE WHO NEED DEDICATED PERSONAL CARE.

Ideal for retirees who require personal assistance – such as tracking medications, bathing, dressing and more – as well as enjoying the freedom of independent living quarters.

A SKILLED NURSING UNIT IF 24 HOUR CARE IS IMPORTANT.

For those who seek 24-hour nursing care, they'll find the very best at Heritage House. Our Skilled Nursing Unit is staffed by licensed nurses, nursing assistants and other medical professionals.

In addition, we offer on-site, state-of-the-art rehabilitation services as well as a Transitional Care Unit (TCU) at Wilkes-Barre General Hospital. The TCU is suited specifically for patients who require attention that falls between acute care and home care.

Come see for yourself that Heritage House is a great place to live a great life! For more information call **570-826-1031** or visit heritage-hse.com

VNA HOME HEALTH & HOSPICE OF NORTHEAST PA

The Visiting Nurse Association is the region's largest and most comprehensive home care agency. Providing the very latest home care technologies and services to acutely, chronically and terminally ill individuals and their families, the VNA offers:

Home Health – providing home care for the acutely ill, from newborn to the elderly.

Hospice Care – helping the terminally ill individual live each day to the fullest. Hospice care is available in-home or at our Hospice Unit located in Heritage House, Wilkes-Barre.

Personal Care – which provides support to the elderly, disabled and chronically ill who may need assistance to remain independent in the home setting.

Ask your nurse or case manager about VNA options that may benefit you. Or feel free to call VNA Home Health & Hospice of Northeast PA at **552-4063**.

KEEPING HEALTHY

ON-LINE HEALTH RESOURCE

For the most comprehensive health information, visit Wyoming Valley Health Care System's Web site. It is the best source of comprehensive and easy-to-read health information. Simply visit **vwahcs.org** and click on our Health and Wellness Resource link – that is where you will find a wealth of valuable information including:

- Illustrated Health Encyclopedia
- Surgeries and Procedures Library
- Daily Health News
- Healthy Recipes
- Wellness Tools
- and more!

OUR LIBRARY & HEALTH RESOURCE CENTER

- Medical Books
- Audiovisuals
- Brochures and Handouts
- Magazine Articles
- Internet Connection
- Personal Librarian Assistance

Our two Health Resource Center locations are convenient, free and open to the public.

Visit our main Health Resource Center site located in the Library on the main floor of Wilkes-Barre General Hospital (between the Center elevators). The Health Resource Center is open Monday through Friday from 7 AM to 5 PM.

Or visit our Health Resource Center location in the main Lobby of Wilkes-Barre General Hospital. Hundreds of informative brochures and handouts are available. This location is open Monday through Friday from 7 AM to 4 PM. Call **552-1175** to learn more.

BIRTH, BREASTFEEDING & BEYOND RESOURCE CENTER

Our Resource Center is staffed by Certified Lactation Specialists who provide assistance to breastfeeding mothers on an inpatient and outpatient basis. Call us for a consultation at **570-552-3416**.

CARDIAC REHABILITATION

With its four-phase rehabilitation program, The Heart and Vascular Institute is the only source in the region for such a comprehensive level of cardiac rehabilitation services. This all-inclusive program focuses on establishing new, healthy regimens for exercise, nutrition, weight management and behavior modification. During the outpatient phase of the program, patients are guided through a three-month regimen by specially trained RNs and fitness instructors at the Thomas P. Saxton Medical Pavilion in Edwardsville. Call **570-552-4590** for more information.

STAR FITNESS

STAR Fitness, located at the Thomas P. Saxton Medical Pavilion in Edwardsville, offers the finest health and fitness facility, equipment, professionals and services. For more information, call **570-552-4550**.

SPECIAL PROGRAMS

HEALTHY WOMAN

Healthy Woman features monthly health and wellness presentations, educational programs and social events that focus on health, communication, relationships, life balance issues and more.

Healthy Woman is a free membership program open to all women. For more information, call **570-552-7465 (PINK)** or register by visiting wwhcs.org.

SENIOR CIRCLE

Senior Circle is an exciting membership opportunity designed to provide a variety of programs and health-related services to individuals age 50 and better. This broad spectrum of services – including special discounts, educational programs, health screenings, social

activities and special events – are offered only to members of Wyoming Valley Health Care System’s Senior Circle.

Senior Circle membership costs just \$15 per person or \$27 for two annually. To learn more about Senior Circle or to obtain an application, call **570-552-5050**. We look forward to meeting you.

SUPPORT GROUPS

CANCER SUPPORT GROUP

A free support group for Cancer Survivors and their loved ones. Meetings are held every first and third Wednesday of the month at 4 PM in the Radiation Oncology Department at Wilkes-Barre General Hospital. Call **570-552-1300** for more information.

DIABETES SELF-MANAGEMENT CLASS

Our diabetes self-management classes provide you and your family with the latest and most important findings and techniques to keep you healthy. An appointment needs to be scheduled with the nurse educator for an assessment prior to attending classes which are held in the Nesbitt Medical Arts Building in Kingston. Call **570-552-7150** for more information and a schedule of upcoming classes. Prices vary depending upon insurance coverage. A physician’s referral is required.

HEALTH LINK

The Health-Link Support and Education series focuses on the prevention and management of diabetes, heart disease and stroke – three closely related conditions that affect tens of thousands of people every year. Presentations are held throughout the year. For more information, please call **570-552-4444**.

PROSTATE CANCER SUPPORT GROUP

Our “Man-to-Man” Prostate Cancer Support Group is held on the third Monday of each month in the Radiation Oncology Department at Wilkes-Barre General Hospital. For more information, call **570-552-1300**.

INSURANCE & BILLING

HEALTH CARE INSURANCE

If you have health insurance (private, HMO, PPO, Medicare, Medicaid), you need to provide a copy of your insurance card/ID during the Admission process. You should be aware of the terms and/or requirements of your plan so that you know what deductibles and/or co-payments, etc., may be your responsibility.

If you do not have health insurance, representatives from the Patient Accounts Department are available to discuss financial arrangements and alternatives with you (dial **7830**).

FINANCIAL TEAM

There are many forms of health insurance providing a wide variety of coverage and reimbursement. Because of this variety and the complex nature of coverage plans, a financial team addresses all hospital billing procedures. These professionals are available to assist you with questions and concerns about your hospital bill and can be reached Monday through Friday from 8 AM – 4:30 PM (dial **7100**).

YOUR HOSPITAL BILL

Our Hospital is responsible for submitting bills to your insurance company on your behalf. Please remember that your insurance policy is a contract between you and the insurance company. You have the final responsibility for payment of the charges. Payment options are available to assist you in paying any portion of your hospital bill not covered by your insurance.

Your bill is itemized to show all of the services you received during your hospitalization. For certain tests or treatments you received in the hospital, you may receive separate bills from physicians you did not see in person. These bills are generated for professional services performed by physicians in diagnosing and interpreting test results during your stay. Services such as those provided by a radiologist, pathologist or cardiologist are examples of separate bills you may receive. If you have questions about any bill, please call the telephone number printed on the statement you receive.

