A Letter to You

Dear Patient,

Welcome to Ohio Valley General Hospital. We are committed to delivering the very best medical care, and our goal is to provide professional, personalized treatment tailored to your specific health care needs.

This patient guide provides information about the services we offer, as well as important details about your stay, our hospital staff and your rights as a patient.

Our dedicated staff is here for you. While you are a patient, please discuss with your nurse or nurse manager any questions or comments you may have about the care and service being provided.

Following your discharge, you may receive a patient satisfaction survey in the mail. Please complete this questionnaire, as we value comments about your experience as a patient. It is our goal to always provide excellent care.

Sincerely,

David W. Scott, FACHE
President and CEO
Our Values, Vision and Mission

Our Values
To preserve, enhance and restore the health and well-being of our community.

Quality and Patients’ Rights
To deliver quality health care while preserving our patients’ rights.

Innovation
To encourage and reward innovative and creative approaches to providing health care.

Integrity and Ethics
To conduct our business with integrity and to adhere to the highest ethical standards.

Our Vision
We will be the health team and resource of choice, meeting our community’s health care needs.

Our Mission
To Our Community
We provide programs and services to improve the quality of life in our community.

To Our Patients
We provide personalized health care service in a friendly, caring and cost-effective manner while continuously improving quality, safety, comfort and well-being.

To Our Employees
We recognize that people are the most valuable resource in providing service to patients. We strive to cultivate an environment that encourages and develops human potential.

To Our Physicians
We work to provide competent employees, facilities, equipment, programs and a friendly environment designed to meet the needs of physicians and patients.

To Our Students
We provide the environment for educating future health care professionals through a solid clinical and theoretical background.
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About O.V.G.H.

Since its beginning in 1906, Pittsburgh’s Ohio Valley General Hospital has nurtured a commitment to provide the community with a personalized approach to high quality health care. This dedication has established the foundation for the Hospital to grow and meet the community’s health care needs with expanded services, new programs, advanced technology and education. That same tradition of care and community service will continue to guide us as Ohio Valley General Hospital meets the challenges of the twenty-first century.

Pittsburgh’s Ohio Valley General Hospital is a 138-bed, not-for-profit hospital. With more than 400 physicians in 36 medical specialties and a full range of advanced diagnostics tools and treatments, it’s clear that one of the best hospitals in the city isn’t in the city, it’s right here at Pittsburgh’s Ohio Valley General Hospital. For more information about Ohio Valley General Hospital, please visit our website at www.ohiovalleyhospital.org.

Accreditations

Ohio Valley General Hospital is accredited by The Joint Commission.

Ohio Valley General Hospital is a member of:

- The American Hospital Association
- The Hospital and Healthsystem Association of Pennsylvania
- The Hospital Council of Western Pennsylvania

The School of Nursing is fully accredited by the National League of Nursing, and licensed under The Pennsylvania State Board of Nursing.

The laboratory is accredited by The College of American Pathologists and The American Association of Blood Banks, and is licensed by the Commonwealth of Pennsylvania.

The School of Radiography is fully accredited by the Joint Review Committee on Education in Radiologic Technology.
Your Admission and Stay

What to Bring
You will need to bring only essential toiletries, pajamas or nightgowns, a robe and slippers. Please wear your robe and slippers whenever you are outside of your room.

Valuables
Please leave money, jewelry, credit cards and other valuables at home or give them to your family for safe keeping. If this is not possible, ask that they be placed in the Hospital safe. Ohio Valley is not responsible for patients’ valuables, clothing, glasses, dentures or other personal property.

Your Room
Your room assignment is based on your diagnosis and the bed availability on the day of your admission.

Observation Status
When your doctor orders this “observation” stay, he/she is doing so based on guidelines (related to certain signs and symptoms or diagnoses) set by Medicare and the insurance companies.

Surgery Patients
Your physician will write orders for tests, medications, treatments and the type of preparation needed before your operation. Your family should come at least one and one half hours before scheduled surgery, and may stay in the nursing unit’s patient and visitor lounge until you return to your room.

Case Management
The Case Management Department hours are Monday through Friday from 7:30 a.m. to 4:00 p.m. The department is closed weekends and holidays.

In order to thoroughly understand and investigate all your health care needs, the Case Manager will review your symptoms and treatment as documented by your doctor on the medical record.

A Case Manager and/or a Social Worker will visit you during normal working hours to discuss your expectations for the hospital stay and for any care or services needed when it is time for you to be discharged. You and your family will be asked to actively participate in making decisions about your health care and your discharge plan.

Ohio Valley’s goal is to have all needed services in place so that you and your family feel assured that you are being safely cared for after you leave the hospital.
Services for Your Convenience

Chapel and Pastoral Care
The chapel is located on the fourth floor of the Hospital and is open at all times for the spiritual comfort of patients, their families and visitors. To arrange a visit from the pastoral care department, comprised of volunteer personnel from all religious denominations, call extension 6286. If you would like your pastor or minister to be contacted by the Hospital, please inform the community services office at extension 6286.

Holy Communion is provided for Catholic patients daily by eucharistic ministers from various parishes.

Mail and Flowers
Mail and flowers that are correctly addressed to you will be delivered to your room. If you receive mail after you have been discharged, it will be forwarded to your home. If you have outgoing mail, please give it to your nurse or leave it at the nursing station. Your friends and relatives can ensure mail reaches you by using: Your name and room, Ohio Valley General Hospital, 25 Heckel Road, McKees Rocks, PA 15136-1694.

Nutrition Services
The Nutrition Services Department's goal is to meet your nutritional needs as well as your meal preferences. You will be given the opportunity to choose your food for the next day from an appropriate menu. We request that food not be brought into the Hospital without permission from the nurses in charge, so we can keep track of all aspects of your recovery. Upon the request of your physician, the Nutrition Services Department will provide you with written nutritional guidelines prior to discharge. If you have any questions concerning our diet or menu selection, ask your nurse to notify the nutrition services staff. Guest trays for your visitors are available upon request, for a nominal fee, by calling extension 6267.

Newspapers
Newspapers are available daily for purchase in the Gift Shop and at the front entrance or by contacting room service at extension 6222.

Room Service
Room service is provided by the volunteers of Ohio Valley General Hospital to help make your stay more comfortable. A wide variety of services are available from room service including: newspaper delivery, movie rental, snack purchases and beautician services. A volunteer will visit you during your stay to explain these services in more detail. Room service operates Monday through Friday between 8:00 a.m. and 4:00 p.m. Simply dial extension 6222, and a volunteer will promptly respond to your request.
Telephone
Family members and friends can call you directly by dialing (412) 375 and the four-digit number on your phone. Any private or semi-private room by the door will have a phone number of 3 + room number; any room by a window will be 5 + room number. Long distance and toll calls must be charged to your home phone or credit card.

- **Local Calls**
  Dial 9 + area code + the seven digit number.

- **Long Distance Calls**
  Dial 9 + 0 + area code + seven digit phone number. This will connect you to an outside operator for collect calls and home billing.

- **800 Number Calls**
  Dial 9 + 1 + the 800 phone number.

- **Toll Calls**
  Dial 9 + 0 + 724 + seven digit number.

- **Within the Hospital Calls**
  Dial the four digit extension. If you have any problems, questions or need assistance, dial "0" for the Hospital operator.

Public pay phones
Public pay phones are available on the first floor of the hospital in the Emergency Room.

Television
Ohio Valley provides free cable service for our patients 24 hours each day.

Wireless Guest Access
Ohio Valley General Hospital provides Internet access points at no charge in selected areas for OVGH guest, physicians, and vendors who have a compatible wireless device. Guests will need a notebook/laptop computer or other device equipped with a wireless card that supports the Wi-Fi standard.

To gain access to the guest wireless network, contact the Help Desk at (412) 777-6523. You will be asked for your name, phone number, and email address. A guest access login and password will be provided. Help Desk hours of operation are from 6:00 a.m. to 4:30 p.m., Monday through Friday.

Once your account has been created, you will be able to access the Internet from your wireless device when sitting within range of an access point.

The Patient Channel (Channel 72)
Ohio Valley General Hospital is dedicated to improving the quality, safety, comfort and well-being of our patients. In order to keep you up to date on health information, we are providing The Patient Channel for you to watch during your stay with us.

The Patient Channel (Channel 72) plays 24 hours a day, 7 days a week. The patient education channel focuses on the most common chronic diseases and patient conditions.

*Any questions, please ask your nurse or other health care team member.*

Need to Access Wi-Fi?
For more information regarding our "Wireless Guest Access," please call the help desk at (412) 777-6523.
Your Discharge

Ohio Valley General Hospital’s discharge time is 11:00 a.m. Please help the Hospital to prepare the room for the next patient by making arrangements to leave by this time. After you have completed the discharge procedure, you may leave the Hospital through either the main entrance or the Emergency Department entrance. You will be escorted to either exit. For your convenience, the person who is picking you up may park outside of either exit for the brief time during your discharge from the Hospital.

You or your family are usually responsible for your transportation home. In special circumstances where you may need help with discharge transportation, the Case Management or Nursing Unit staff can aid you in making wheelchair van arrangements. Should an ambulance transport be needed, the Case Management or Nursing Unit staff will make arrangements. You may be partially or fully responsible for the transportation cost, depending on your insurance coverage.

Any equipment, intravenous medications, oxygen, home care visits or help with your health care needs will be thoroughly discussed with you and your family, and all needed post-hospital services will be arranged by the Case Management Department to meet your doctor’s orders and your insurance benefits.

Financial Arrangements

During your admission to the hospital, you or a member of your family provided insurance information or made payment arrangements for your hospital stay. To prevent any delay at the time of your discharge, you should verify that all the information is accurate. To do so, simply call our patient financial services department at extension 6130.

Financial Counselors at Ohio Valley General Hospital will provide services to those who require financial assistance and/or state or federal benefits that may be available. Financial Counselors are available from 8:00 a.m. thru 4:30 p.m. to provide personalized services to our patients. Please contact them at (412) 777-6130 Monday through Friday.

Insurance Guidelines

Here is a look at the various types of medical insurance and their guidelines:

Highmark Blue Cross/Blue Shield
If you are covered by Highmark Blue Cross/Blue Shield, please present your membership card when you are admitted. Policies of this type require preauthorization prior to admission and most outpatient services.

Medicare
If you are covered by Medicare, please present your current membership or eligibility card to the admissions registrar.
When you enroll in Medicare, you are automatically in the Original Medicare Plan unless you choose to join a Medicare + Choice plan. Original Medicare is a fee-for-service plan offered by the federal government. It is available anywhere in the U.S. Under Original Medicare you can go to any doctor or hospital that accepts Medicare patients. *Original Medicare does not cover most prescription drugs.*

**Medicare + Choice**

Medicare + Choice plans include Private-Fee-For-Service plans and managed care plans such as HMOs. When you enroll in Medicare, you are automatically in the Original Medicare Plan unless you join a Medicare + Choice plan.

If you join a Medicare + Choice plan, you are still in the Medicare program and have coverage for all of the medical services and items covered by the Original Medicare Plan. Some Medicare + Choice plans provide coverage for additional items or services such as prescription medication or foreign travel. They may charge an additional monthly premium for these extra coverages. Medicare + Choice plans are available in many, but not all, areas of the country.

**Managed Care Plans**

If you are covered by a managed care plan, please present your membership card to the registrar when you arrive for services. OVGH is a participating provider for a large number of Managed Care plans. If you have questions, please contact your managed care customer service department to verify if your plan participates with OVGH, or call our Financial Counselors at (412) 777-6130, (412) 777-6150 or (412) 777-6263.

**Commercial Insurance**

If you are covered by group insurance through an employer, be sure to bring your membership card indicating the company name, policy number, policy holder's name, billing address and telephone number, along with completed claim forms from your place of employment. If you carry individual insurance, please supply all policy numbers as well as the address of the office to which the bill should be submitted. You will be required to sign a form authorizing the insurance payment to be made directly to OVGH.

**Workers' Compensation**

If your stay is caused by work-related injury, we will need your claim number (if one has been assigned) as well as the name, address and telephone number of your employer and/or workers’ compensation carrier along with the completed forms from your place of employment. Workers’ compensation requires preauthorization prior to admission and/or outpatient services.
No Insurance or Inadequate Coverage
If you have no insurance or your insurance is not adequate to cover your hospitalization, please call our Financial Counselors to discuss payment alternatives. A Financial Counselor will be in touch with you to discuss the Ohio Valley Cares Program.

Separate Billing for Physician Services
You will notice that charges for the Emergency Department, Radiology (e.g. ultrasound, MRI and CT scans), lab work, Pulmonary and Cardiac tests and anesthesia are divided into two components: the Hospital’s fees and the physicians’ fees. The physicians’ fees are billed separately by their individual billing services. For your benefit, it is wise to familiarize yourself with your insurance coverage prior to your surgery or hospital stay.

Ohio Valley Cares Program (OVCP)
The Ohio Valley Cares Program (OVCP) will provide services at no cost to those who are financially unable to pay for services. Eligibility will be determined by comparing household family income against the income poverty guidelines for U.S. citizens who receive medically necessary services on an inpatient or outpatient basis.

Hospital Guidelines

For Your Safety and Security
Your safety is our concern while you are at Ohio Valley General Hospital. We take specific measures to ensure your safety, and ask for your cooperation in the following ways:

• **Hand Washing**: Please feel free to remind your health care workers to wash their hands prior to providing your care.

• **Ask Questions**: Ask questions about your care including medications, treatment plan and discharge plans.

• **Ask for Assistance**: Please do not get in or out of bed by yourself unless you have permission. Ask your nurse for assistance. Remain in bed after you have been given any sleeping medication. If you need to get up, your nurse will be happy to assist you. Since your hospital bed is probably not as wide as the bed you are accustomed to, side rails are used for your protection. Please do not try to lower these rails; always call for assistance.

• **Fire Drills**: Fire drills are an important part of the hospital safety program. Please do not be disturbed if you see or hear evidence of a drill for fire or disaster.

• **Immediate Medical Attention**: If you or your family member need immediate medical attention, dial "0" (the number zero) on the phone in your room. When the operator answers, state that you are reporting a "Code C" or state that you need immediate help. Your phone call will result in the charge nurse on your unit coming immediately to your bedside to assess the situation and call for additional assistance from a special team of medical providers if needed.
Smoking
To protect the health and safety of patients, visitors, employees, physicians and others – and to meet the standards set by The Joint Commission – Ohio Valley prohibits smoking in all areas. Patients and visitors are permitted to smoke in the designated area near the flagpole across from the main entrance to the Hospital.

Standard Precautions
You may have noticed that our health care professionals wear gloves and other protective clothing for many aspects of your care. The use of this protective clothing when treating all patients is called standard precautions.

We are committed to providing you with the safest possible environment. At the same time, we know how important the human touch is to the healing process. You can be confident these protective measures are of benefit to you. If you have any questions about these standard precautions, contact your nurse or the infection control department at extension 6514.

Hospital Policy
It is Ohio Valley General Hospital’s policy that no patient is to be excluded from participation in, or denied the benefit of, any program on the basis of age, race, color, national origin, religion, culture, language, mental or physical disability, socioeconomic status, sex, sexual orientation, gender identity or expression, or marital, veteran or disabled status. Should a patient require care at another type of facility following discharge, the Hospital will only refer the patient to facilities that do not discriminate on the basis of the above factors.

Employee Recognition
Is there anyone to whom you would like to say thank you? To maintain and encourage the very best care and treatment for our patients, Ohio Valley General Hospital has a reward program for our employees, physicians, volunteers and students who do a great job of meeting your needs during your visit.

If there is someone you would like to recognize, please write his/her name down on the Patient Satisfaction survey you will receive after your visit. We will take care of rewarding and thanking that person for an outstanding job!

Smoking: It’s Never Too Late To Stop
See Page 32 for more information.
Your Feedback Counts

If you have a compliment, concern, question or observation, we want to hear from you! Your comments not only help to ensure that we continue to provide quality care, but they also allow us to recognize the efforts of outstanding individuals.

If you are pleased with the way services are provided or have a suggestion as to how we can better serve you, please make such comments directly to the involved employee, their supervisor or to the Hospital’s Executive Offices.

If you are displeased with the services you have received, we ask that you follow the guidelines outlined below to ensure that your concern is handled in an appropriate and timely manner.

We encourage you to discuss your concern with the involved person, including what you believe to be the acceptable solution. If a patient or patient’s legal representative wishes to lodge a grievance (complaint), the contacts are listed below.

President and CEO
c/o Ohio Valley General Hospital
25 Heckel Rd., McKees Rocks, PA 15136
(412) 777-6280

or

Ohio Valley General Hospital Compliance Hotline (800) 826-6762
Ohio Valley General Hospital
25 Heckel Rd., McKees Rocks, PA 15136

or

PA Department of Health Complaint Hotline
(800) 254-5164
www.health.state.pa.us

or

PA Department of Health Division of Acute and Ambulatory Care
Room 532
Health and Welfare Bldg.
625 Forster Street, Harrisburg, PA 17120

or

The Joint Commission
(800) 994-6610
complaint@jointcommission.org
Office of Quality Monitoring
The Joint Commission
One Renaissance Blvd., Oakbrook Terrace, IL 60181
Patient Rights

Ohio Valley General Hospital has adopted a Patient’s Rights and Responsibilities policy to protect the interests and well-being of our patients. The Patient’s Rights and Responsibilities are prominently displayed throughout the Hospital and copies are distributed to all patients upon admission and made available at outpatient registration and waiting areas. The complete text of the Patient’s Rights and Responsibilities is attached.

1. A patient has the right to be informed of his or her rights as a patient in advance of the hospital providing or discontinuing care, whenever possible.

2. A patient has the right to medical, nursing and other health care services available at Ohio Valley General Hospital without discrimination based upon age, race, color, national origin, religion, culture, language, mental or physical disability, socioeconomic status, sex, sexual orientation, gender identity or expression, or marital, veteran or disabled status.

3. A patient has the right to respectful care given by competent personnel.

4. A patient has the right, upon request, to be given the name of his or her attending physician, the names of all other physicians directly involved in his or her care, and the names and functions of all other health care personnel having direct contact with the patient.

5. A patient has the right to every consideration of privacy concerning his or her own medical care. Case discussion, examination, and treatment are considered confidential and should be conducted discreetly.

6. A patient has the right to have all records pertaining to medical care treated as confidential except as otherwise provided by law or third party contractual arrangements.

7. A patient has the right, upon request, to access all information contained in his or her medical records, unless access is specifically restricted by the attending physician for medical reasons.

8. A patient has a right to know what hospital rules and regulations apply to patients.

9. A patient has the right to expect emergency procedures to be implemented without unnecessary delay.

10. A patient has the right to appropriate assessment, quality care and high professional standards that are continually maintained and reviewed.

11. A patient has the right to participate in the development and implementation of his or her own plan of care.

12. A patient has the right to appropriate assessment and management of pain.

13. A patient has the right to full information in layperson’s terms concerning his or her diagnosis, treatment and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable to give such information to a patient, the information will be given on the patient’s behalf to the patient’s next-of-kin or other designated person.

14. Except in emergencies, a patient’s physician must obtain the necessary informed consent prior to the start of any procedure or treatment.
15. A patient or, in the event the patient is unable to give informed consent, a legally responsible party has the right to be advised when a physician is considering the patient as part of a medical care research program or donor program. The patient or legally responsible party must give informed consent to the actual participation in such a program. The patient or legally responsible party may at any time refuse to continue in any such program to which he or she previously consented.

16. A patient has the right to refuse any drugs, treatment or procedure offered by the hospital to the extent permissible by law and a physician shall inform the patient of the medical consequences of the refusal of any drug, treatment or procedure.

17. A patient has the right to be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.

18. A patient has the right to formulate an advance directive and to have hospital staff and practitioners who provide care comply with these directives.

19. A patient has the right to have a family member or a representative and his or her own physician notified as promptly as possible of the patient’s admission to the Hospital.

20. A patient has the right to personal privacy.

21. A patient has the right to an environment that preserves dignity and contributes to a positive self-image.

22. A patient has the right to be free from neglect; exploitation; and verbal, mental, physical and sexual abuse.

23. A patient has the right to expect consideration of his or her psychosocial, spiritual and cultural needs.

24. A patient has the right to access protective and advocacy services.

25. Where possible, a patient who does not speak English should have access to an interpreter. Where possible, a patient who suffers hearing loss should have access to communication devices.

26. A patient has the right to assistance in obtaining consultation with another physician at the patient’s request and own expense.

27. When medically permissible, a patient may be transferred to another facility only after his or her next of kin or other legally responsible representative has received complete information concerning the needs for and alternatives to such a transfer. The institution to which the patient is to be transferred must first have accepted the patient for transfer.

28. The patient has the right to expect good management techniques to be implemented within the hospital considering effective use of the time of the patient and to avoid personal discomfort to the patient.

29. The patient has the right to examine and receive a detailed explanation of the bill.

30. The patient has the right to full information and counseling on the availability of known financial resources for his health care.
31. A patient has the right to expect that the hospital will provide a mechanism whereby he or she will be informed upon discharge of continuing health care requirements following discharge and the means for meeting them.

32. A patient has the right of access to an individual or agency that is authorized to act on the patient’s behalf to assert or protect the rights set out in this section.

33. If disabled, a patient has the right to expect reasonable and equal access to the facilities, services and programs of the Hospital.

34. A patient or the patient’s legal representative has the right without recrimination, to voice complaints or concerns regarding care received or hospital operations. Patients are encouraged to discuss their complaint with those directly involved in the situation. Information regarding the mechanism established to exercise this right is provided in the “Your Feedback Counts” brochure provided to the patient during the admission/registration process.

35. The patient and his or her family have the right to have complaints reviewed by the Hospital.

36. A patient has the right to have a support person available during his/her care, provided that the presence of that support person does not interfere with the right of other patients or interfere with the care process.

**Patient Responsibilities**

The patient has the responsibility to:

1. Provide, to the best of his/her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to his/her health.

2. Comply with instructions and treatment plans developed in conjunction with the healthcare team. Ask questions if directions and or procedures are not clearly understood.

3. Accept the consequences for outcomes realized if treatment or instructions are refused or not followed.

4. Assume financial responsibility of paying for all services rendered, either through third party payers or by being personally responsible for payment for any services that are not covered by insurance policies.

5. Follow Hospital policies, rules and regulations in place to support quality care for patients and a safe environment for all individuals in the Hospital.

6. Be considerate of the rights of other patients and Hospital personnel and assist in the control of noise, smoking and number of visitors. Support mutual consideration and respect by maintaining civil language and conduct in interactions with staff and licensed independent practitioners.

7. Make arrangements to send home items of value or request that such items be secured in the Hospital’s safe until discharge.
Filing a Grievance

If a patient or a patient’s legal representative wishes to lodge a grievance (complaint), the following options are available:

President and CEO

c/o Ohio Valley General Hospital
25 Heckel Rd., McKees Rocks, PA 15136
(412) 777-6280

or

Ohio Valley General Hospital Compliance Hotline
Mail: Ohio Valley General Hospital
25 Heckel Rd., McKees Rocks, PA 15736
(800) 826-6762

or

Pennsylvania Department of Health Complaints Hotline
www.health.state.pa.us
PA Dept. of Health
Division of Acute and Ambulatory Care
Health and Welfare Building
625 Forster St., Room 532
Harrisburg, PA 17120
(800) 254-5164

or

The Joint Commission
complaints@jointcommission.org
(800) 994-6610
Office of Quality Monitoring
(630) 792-5636
Office of Quality Monitoring
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
Speak Up

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 a 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.

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 a 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 the 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 is 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’re getting the right treatments and medications by the right health care professionals. Don’t assume anything.

- Tell your 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. If you are unsure, ask.
- Notice whether your caregivers have washed their hands. Hand washing is the most important way to prevent the spread of infections. Don’t be afraid to gently remind a doctor or nurse to do this.
- 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.

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**Want More Information Regarding Patient Safety?**

Ask your nurse or visit Outpatient Registration for brochures on the following topics:

- Knowing your rights
- Helping avoid mistakes during surgery
- Helping avoid mistakes with your medicine
- Helping prevent errors in your care
- Helping prevent medical test mistakes
- Planning your follow-up care
- Things you can do to prevent infection
• 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 websites, and support groups.

• Write down important facts your doctor tells you, so that you can look for additional information later. Also, 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 ensure you get the right medications and treatments.

• Your advocate can also help remember answers to questions you have asked, and can speak up for you if you cannot.

• Make sure this person understands your preferences for care and your wishes concerning resuscitation and life support.

• 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.” Tell the nurse if it doesn’t seem to be dripping properly (that is, too fast or too slow).
• 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, state-of-the-art quality and safety standards, such as those 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 www.jointcommission.org to find out whether your hospital or 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 from previous hospitalizations 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.
Advance Directives

An Advance Directive is a written, legal document that makes certain your personal values and wishes are known when medical decisions need to be made.

- It offers a way to plan ahead for future health care choices.
- It is written before you become ill and while you can still speak for yourself.
- An Advance Directive protects your right to decide your own medical treatment and/or allows for the designation of a surrogate decision should you become unable to make medical decisions.

By law in Pennsylvania, all adults of sound mind have the right to decide their own health care treatment.

- You have the right to accept, refuse, and/or stop medical treatment, including refusing or withdrawing life-sustaining treatment or withholding resuscitative services.
- You can state your wishes, in writing, using a:
  - Living Will
  - Durable Power of Attorney for Health Care
  - Do Not Resuscitate order
  - Organ and tissue donation

Colors and Meanings

Wristbands

Red = Allergy
This wristband is for patients who have an allergy to anything — food, medicine, dust, grass or even pet hair. It may not seem important to you, but any allergy is important information for your health care team.

Green = Latex Allergy
Many products used in hospitals are made of latex. Some patients can have a severe allergic reaction to it. A green wristband is for patients who have allergies to products containing latex. Your hospital team will substitute non-latex products for you.

Yellow = Fall Risk
Your health care team wants to prevent falls at all times. Some patients need help to move or walk, especially those patients who have become weakened by their illness. A yellow wristband is for patients who need extra assistance when walking so that they don’t fall.

Purple = Comfort Measures Only
Some patients have expressed an end-of-life wish that they would like honored in the event of a cardiac arrest. When a patient is wearing a purple wristband, it alerts the hospital staff to check the patient record for important information on patient end-of-life directives.
Pink = Restricted Extremity

Some patients have past or current conditions that would prohibit the use of a certain extremity for various reasons. Patients with this condition wear a pink wristband on the affected extremity to alert staff to avoid using this limb for blood draws, IV insertions and other medical procedures.

Nursing Uniforms
RNs and LPNs = Burgundy
Nursing Associates = Tan

Understanding your Pain

At some point, everyone experiences pain. You may have pain now, or you may experience pain in the future as a result of disease, injury, surgery, or a medical procedure. It’s important to know that most pain can be controlled, and that unrelieved pain can lead to problems such as loss of function, sleep problems, and depression. Everyone has the right to have their pain assessed and treated, and your doctor, nurse, or pharmacist will work with you to assure your pain is prevented or relieved.

Rating Your Pain

A pain rating scale is a helpful tool you can use to describe how much pain you are feeling and to measure how well treatments are relieving your pain.

Don’t Be Afraid to Talk About Your Pain

It is very important to talk with your doctor, nurse, or pharmacist honestly and openly about your pain so that you can receive the proper treatment.

If, after reading this, you still have questions about pain or how to manage it, talk to your doctor or nurse. He or she will answer your questions and work with you to find the treatment that will be best for your pain.

Why Do I Need Pain Relief?

Many people think they should “tough it out” with pain. But research has shown that unrelieved pain can be harmful to you. Pain can make it hard to do things like get out of bed or walk. Pain can also stop you from getting a good night’s sleep or from going to work.

If Pain Interferes With Your Daily Activities

- Tell your doctor or nurse. They may not know you have pain unless you alert them. Plan with them how to communicate about the pain and its treatment.
- Write down what (if anything) may have caused your pain or made it worse, such as bending to pick up a newspaper or getting in or out of a car.
• Rate your pain before and after you take your pain medication. By doing this, you can help your doctor know whether or not your medication is working.

Example: Mr. Jones rates his pain as a 6. He takes his pain medication, and one hour later he rates his pain as a 2. His pain medication worked, because his rating fell from 6, which is moderate pain, to 2, which is mild pain.

Medical and Professional Services

The following departments are available for both inpatient and outpatient services, as directed by your physician. The brief descriptions here are designed to help you become aware of the many services offered by the Hospital and the roles that each department’s personnel play in restoring and maintaining your good health. Please keep this list for convenient future reference.

Acute Rehabilitation Unit
The Acute Rehabilitation Unit located on the Hospital’s 5th floor provides comprehensive inpatient rehabilitation services of the highest quality to improve the functional independence of those we serve. Potential candidates are patients who have suffered functional deficits resulting from stroke, neurological disorders such as Parkinson’s, Multiple Sclerosis, brain injury, spinal cord injury, hip fractures, major multiple traumas and amputations.

Pre-admission assessment will be conducted by a member of our team on all referred patients. Assessments can be completed in the hospital, physician’s office, nursing home, or patient’s home. For more information or to make a referral, please call (412) 777-6770.

BusinessFit
BusinessFit is a program to help area companies control their medical costs by providing health care services, from employment physicals and workers’ compensation management to drug and alcohol testing. Call (412) 777-6369 for information.

Cardiac Catheterization Laboratory
The Cardiac Cath Lab performs heart catheterizations as well as peripheral angioplasty/stenting and pacemaker insertions. Many procedures may be done as an outpatient right here in your community. Procedures are performed by experienced cardiologists and surgeons. For more information, call (412) 777-6595.

Cardiac Rehabilitation Program
The Cardiac Rehabilitation Program is an outpatient service which helps patients get their hearts back in shape after heart surgery or disease. The program combines exercise, nutritional counseling and risk factor education to promote a return to a healthier and active lifestyle. Patients must be referred to the Cardiac Rehabilitation Program by their physician. For more information, call (412) 777-6850.

Cardiology Services
The Cardiology Department performs a wide range of non-invasive diagnostic tests to detect and evaluate heart problems. These tests include: electrocardiograms (EKG), exercise stress tests, echocardiograms, 24-hour holter monitors and electroencephalograms (EEG). Results are
reviewed and interpreted by physicians specializing in cardiology. For further information, or to schedule an appointment, call (412) 777-6136.

**The Cataract & Eye Surgery Center**
The Cataract & Eye Surgery Center is a same-day surgery program providing excellence in glaucoma, low-vision, corneal and anterior segment eye surgeries. Call (412) 777-6357 for more information.

**Critical Care Suite**
Ohio Valley's Critical Care Suite, located on the Hospital's fourth floor, provides care to patients who require special monitoring or more intensive nursing care with technologically advanced equipment.

**Emergency Department**
Physicians and nurses are on duty in the Emergency Department 24 hours a day, 365 days a year. The Department features 14 treatment areas with state-of-the-art emergency medical equipment and full Hospital back-up. Services in this area range from treatment of non-emergency illness or injury to severe life threatening situations.

**Hospice**
Patients receiving hospice home care may be admitted to Ohio Valley General Hospital for symptom management.

**The Joint & Spine Institute**
The Joint & Spine Institute provides complete orthopedic care and is dedicated to the conservative and surgical treatment of all orthopedic and spine conditions. Our physicians and surgeons are experts in the diagnosis and treatment of joint and spine disorders. Examples of conditions we can treat and surgical procedures we can perform include: total knee replacements, total hip replacements, herniated spinal discs, spinal stenosis, spinal fusion, degenerative disc disease, low back and neck pain, hip fractures, total shoulder replacements, osteoarthritis, foot and ankle disorders, hand and arm disorders, and arthroscopic joint surgery.

For more information or to be referred to one of our physicians, please call (412) 777-6160.

**Laboratory**
OVGH's laboratory, located on the second floor, is open 24-hours for inpatient services. An appointment is not necessary. Outpatient testing hours are Monday through Friday from 6:30 a.m. to 7:00 p.m., Saturday from 7:00 a.m. to noon and Sunday from 8:00 a.m. to noon.

**Medical/Surgical Unit**
The Medical/Surgical Unit, located on the Hospital's third floor, provides care to patients who require care after surgery and helps patients recover from a variety of illnesses.

**Nuclear Medicine**
The Nuclear Medicine Department is open from 6:00 a.m. to 3:30 p.m., Monday through Friday. For emergency procedures, there is an on-call technician on duty 24 hours a day. Outpatients must call for an appointment. Some testing may require fasting; this will be explained to you at the time your appointment is made. Call (412) 777-6409 to schedule appointments or for more information.
Pulmonary Rehabilitation
The Pulmonary Health Center is designed for patients who experience significant impairment in their daily functioning as a result of their lung disease. The program focuses on physical fitness, endurance training, education and emotional support for the patient. Eligible patients will finish the program in six to twelve weeks attending two to three times per week. For more information, please call (412) 777-6470.

Radiology
X-rays for outpatients, as ordered by a physician, are performed from 7:00 a.m. to 7:00 p.m. in the radiology department located on the Hospital's second floor. CT Scans, Magnetic Resonance Imaging (MRI), PET Scan, Nuclear Medicine, Dexasa bone density (8:00 a.m. to 2:00 p.m.), mammography and ultrasound tests are scheduled by appointment. Services for emergency patients are available 24 hours a day. For information and/or scheduling, call (412) 777-6257. For more information regarding PET Scans, call (800) 251-0710.

Rehabilitation Services
After an injury, illness or surgery, comprehensive rehabilitation services are offered through physical therapy, occupational therapy and speech therapy, all of which help people regain strength and relearn skills. The rehabilitation services department specialties include treatment of orthopedic, work related, and hand injuries, neurological disorders, treatment of swallowing and voice disorders and balance and fall prevention. Hours of operation are Monday through Thursday from 7:00 a.m. to 7:00 p.m.; Friday from 8:00 a.m. to 5:00 p.m.; Inpatient rehab services are provided seven days a week. Comprehensive inpatient services are also available at the Acute Rehabilitation Unit located on the fifth floor of the Hospital.

Respiratory Services
Respiratory care practitioners provide therapeutic and diagnostic services related to the treatment of patients with lung or breathing problems. Services include breathing treatments, oxygen administration and assessment, pulmonary function tests, bronchoscopy and ventilator care. Results of diagnostic tests are reviewed and interpreted by physicians specializing in lung disorders. For further information, or to schedule an appointment, call (412) 777-6157.

Sleep Lab
The Sleep Lab is an outpatient service specializing in the diagnosis and treatment of sleep disorders. If you suffer from excessive daytime sleepiness, loud snoring, gasping or choking during sleep, morning headaches or have high blood pressure, you may have a sleep disorder. Referrals for testing may be made by your primary care physician. For further information, contact the Sleep Lab at (412) 777-6921.

Surgical Suite
Each year, more than 4,500 surgical procedures are performed in Ohio Valley General Hospital's five operating rooms using such leading-edge technology as minimally invasive techniques. More than half of those procedures are coordinated through Surgery Today, Ohio Valley’s one-day outpatient surgery program.

Willow Brook Geropsychiatric Unit
Willow Brook provides short-term (8-10 days) inpatient services to adults aged 65+ who have mental health needs. It is recovery-centered in its approach and strives to help individuals to not
only address their mental health needs, but also reconnect with their hopes and personal motivations. Our goal is to provide a safe, therapeutic environment that allows people to maintain as much normalcy in their everyday routines as possible. For more information about the program or to find out about services for yourself or a loved one, please contact (412) 777-6420.

Centers of Emphasis

**Institute for Pain Diagnostics and Care**
Pain can come at you in many ways and fighting it requires diverse treatment options. At The Institute for Pain Diagnostics and Care, we use a multidisciplinary approach that can include nerve blocks, certain medications, physical therapy or a combination of these and other treatments to give your body and mind what it needs to combat the pain. Our physicians are trained and certified in pain medicine and can evaluate, treat and ease your pain. We offer two convenient locations to serve you, both of which are easily accessed from I-79. For more information on The Institute for Pain Diagnostics and Care, call (412) 777-6400 or visit www.IFPDAC.com.

**The Wound Healing Institute**
The Wound Healing Institute specializes in the treatment of chronic, nonhealing wounds utilizing state-of-the-art technologies to promote healing and the latest therapeutic procedures. We offer two convenient locations:

Kenmawr Plaza  
500 Pine Hollow Road, McKees Rocks, PA 15136  
(412) 250-2600

Mt. Nebo Commons  
107 Mt. Nebo Pointe Drive, Pittsburgh, PA 15237  
(412) 847-7500

**Ohio Valley Health Centers**
Ohio Valley Health Centers offer complete, comprehensive care for you and your family through all stages of life. From family medicine to immunizations, the professional and experienced staff is able to address your family’s health care needs. Call for more information or visit one of our convenient locations:

Ohio Valley Health Center at Coraopolis  
1308 Fifth Avenue  
Coraopolis, PA 15108  
(412) 262-4694

Appointments available within 24 to 48 hours

Fund Development

Through individual, civic, and corporate generosity, the Fund Development Office raises funds that support the hospital’s mission to its patients, employees, doctors, and students. The end result is fulfillment of our most important mission: to fund initiatives that provide programs and services to improve the quality of life in our community. We invite you to call extension 6359 to learn about the Fund Development’s many giving programs.
Continuing Education

School of Nursing
Since 1906, it has been our ongoing goal to provide the theoretical and clinical environment where prospective nurses will be challenged and motivated to achieve their best. It all happens in just 20 months, with 27 college credits and 45 nursing credit equivalents. Each year covers 40 weeks, Fall through Spring, with an 8-week Summer break. With the continued success our nurses are achieving, we believe that if you want to be a great nurse, there’s no better way than at Ohio Valley General Hospital’s School of Nursing. For more information about the School of Nursing, please call (412) 777–6204.

School of Radiography
The Ohio Valley General Hospital/La Roche College Radiography Program strives to meet the needs of the communities it serves by offering a Radiological Technology training program. This program develops competent and professional future Radiological Technologists by providing a solid clinical and theoretical background in the radiological sciences. For more information about the School of Radiography, please call (412) 777-6210.

Senior Living

The Residence at Willow Lane Assisted Living Community
A contemporary assisted living community that offers seniors the comforts of home with the activity and security of a small, caring community, Willow Lane is located across the street from Ohio Valley on Heckel Road. Call (412) 331-6139 or visit www.integracare.com for more detailed information on Willow Lane.

Pathways Memory Care at the Willows
An exceptional option for seniors with memory impairments, the Pathways Program features a state-of-the-art environment designed for the specific needs of seniors with Alzheimers or related dementias. The program provides a safe, warm and inviting home conducive to maintaining a sense of purpose and independence. Willow Heights is located near the Hospital at 30 Heckel Road. Call (412) 331-6139 or visit www.integracare.com for more detailed information.

Willow Heights Congregate Care Residence
A gracious independent living community with a home-like setting that offers seniors a comfortable, active, lively place to live, Willow Heights is located near the Hospital at 30 Heckel Road. Call (412) 331-6139 or visit www.integracare.com for more detailed information on Willow Heights.
Information for Family and Friends

Visiting Hours

<table>
<thead>
<tr>
<th>Intensive Care Unit (ICU):</th>
<th>Medical Surgical Units:</th>
</tr>
</thead>
<tbody>
<tr>
<td>11:00 a.m. – 2:00 p.m.</td>
<td>11:00 a.m. – 8:00 p.m.</td>
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<tr>
<td>5:00 p.m. – 8:00 p.m.</td>
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</tbody>
</table>

Calls from family members to the Critical Care Suite will be taken from 10:00 a.m. to 11:00 a.m. and 2:00 p.m. to 3:00 p.m. Call the Hospital switchboard at (412) 777-6161 to be connected with the Critical Care Suite.

Parking and Bus Service
Free parking is available for visitors in front of the Hospital and in parking lots near the main entrance. Specially designated parking spaces for the physically-challenged and for one-hour parking are located around the island across from the main entrance. Daily PAT bus service is also available. Check at the information desk for service schedules. Temporary handicapped parking passes are available by calling (412) 777-6215.

Cafeteria
Visitors may eat in the Hospital's cafeteria, located on the first floor, down the hall to the right of the information desk. The cafeteria is open 11:00 a.m. to 1:30 p.m. and 4:30 p.m. to 6:30 p.m. Weather permitting, visitors may enjoy the outdoor patio adjacent to the cafeteria.

Gift Shop, Snack Bar and Vending Area
The Gift Shop is located on the 1st floor by the main entrance. The Gift Shop features newspapers, cards and gift items, as well as coffee, cold drinks, sandwiches, salads and snacks. Hours of operation are Monday through Friday 7:00 a.m. to 8:00 p.m., Saturday 9:00 a.m. to 5:00 p.m., and Sunday 9:00 a.m. to 4:00 p.m.

24-hour vending areas are located in the Emergency Center waiting room, in the Joint & Spine Center waiting room and on the first floor near the ambulance entrance. Snacks, hot food items, cold and hot drinks and change are available.
Community Programs and Classes

More than a place to count on when you are ill or injured, Ohio Valley General Hospital has a variety of programs for healthy people too.

- **Diabetes Awareness and Prevention Program**: A four-week program that focuses on the prevention and management of diabetes, whether individuals are maintaining good health, at risk for, diagnosed with or care about someone who is at risk for diabetes. Participants receive a participant manual. This program is FREE to Highmark members (a nominal fee is charged to non-members). To sign up, or for more information, call (412) 777-6205.

- **CPR and First Aid**: The Hospital offers a variety of Emergency Services classes for the community. All classes follow the American Heart Association guidelines. Call (412) 777-6574 for more information.

- **Free Blood Pressure Screenings**: Available in the Emergency Center with no appointment.

- **HealthCheck Blood Screening**: A series of 32 individual tests from a single blood sample. Call (412) 777-6173 for more information.

- **Kidshape**: A pediatric weight management program for children ages six to fourteen. Classes are nine weeks long, and are attended with a parent or guardian. No physician referral or health insurance is required (a nominal fee is required to hold a spot in the program). To sign up, or for more information, call (412) 777-6187.

- **Lifeline**: This Personal Response and Medical Alert System protects those who live alone, are disabled, ill or recovering from surgery. Call (412) 777-6195 to learn more.

- **Living Well with Diabetes**: Our program is designed to help empower the person with Type 1, Type 2, Gestational diabetes, or pre-diabetes to lead a healthier life. “Living Well with Diabetes” is accredited by the American Diabetes Association and offers self-management training through individual consultations, group education classes, and/or support groups. Daytime and evening appointments are available to fit your schedule. Most insurance companies will cover the cost of these visits. Please call (412) 777-6205 for more information.

- **Personal Nutrition Coaching**: Personal nutrition coaching is individual nutrition coaching by a registered dietitian to address weight management, heart health, diabetes and other health issues. An individualized plan is created that can be easily integrated into the individual’s lifestyle. This program is offered to adults and children and is FREE to Highmark members (a nominal fee is charged to non-members). To sign up, or for more information, call (412) 777-6205.

- **Seniority**: Are you 50 or older? You deserve seniority! Our health and wellness program for seniors includes health screenings, monthly seminars, social events and local discounts, all for a one-time $25.00 membership fee. Call (412) 777-6195 to learn more.

- **Suicide and Crisis Hotline**: (800) 273-TALK (8255) or (800) SUICIDE (784-2433)

- **The Jacqueline O. Terner Eye Care Fund**, in cooperation with Focus on Renewal (FOR), provides eyeglasses to persons in financial need. Call (412) 777-6572 for more information.

- **Volunteer Services**: Opportunities for adults to volunteer throughout the Hospital. Call (412) 777-6286 for information.
Food-Drug Interactions

If you are taking a drug prescribed by your physician or an over-the-counter drug, the food you eat could make it work faster or slower or even prevent it from working at all. The medicines you take can increase your need for nutrients and influence your nutritional status.

If you are taking one or more drugs, be sure to follow your physician’s instructions carefully regarding when you take the medicine and what food or beverages to avoid. Be sure to ask what side effects may occur. There are many food-drug interactions.

This listing does not cover each and every possibility for interaction between all foods and all drugs. Use this list whenever possible if you are taking medication. If you feel that you are having a reaction to the medication that you are taking, consider the food you are taking also. It may be causing or adding to your problem. Consult your physician whenever you have a problem with your medication.

Effects of Foods on Drugs

<table>
<thead>
<tr>
<th>IF YOU TAKE</th>
<th>BE CAREFUL OF</th>
<th>REASON</th>
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</thead>
<tbody>
<tr>
<td>Antibiotics</td>
<td></td>
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<tr>
<td>Penicillin’s</td>
<td></td>
<td></td>
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<tr>
<td>Erythromycin</td>
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<td></td>
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<tr>
<td>Tetracycline</td>
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<td></td>
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<tr>
<td>Acidic foods: Tomatoes, acidic fruit juices, caffeine</td>
<td>Acid may destroy the drug in the stomach</td>
<td></td>
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<tr>
<td>Calcium rich foods iron</td>
<td></td>
<td>Calcium may inactivate the drug or decrease absorption. Antibiotics inhibit iron absorption. Do not take extra iron with antibiotics. It may reduce the absorption of antibiotic.</td>
</tr>
<tr>
<td>Anticoagulants (blood thinners)</td>
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<tr>
<td>Coumadin (Warfarin)</td>
<td></td>
<td></td>
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<tr>
<td>Green, leafy vegetables and liver</td>
<td>Vitamin K-rich foods may interfere with effect of anticoagulant. Mineral oil may decrease absorption of vitamin K and may increase the effect of the anticoagulant.</td>
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<tr>
<td>Antidepressants (monoamine oxidase inhibitors)</td>
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<tr>
<td>Aged cheeses, fermented products, beer, chicken livers, coffee, and cola.</td>
<td>Tryamine may cause increase in blood pressure, headaches, vomiting, &amp; death.</td>
<td></td>
</tr>
<tr>
<td>Antihypertensive (drug used to reduce high blood pressure)</td>
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<tr>
<td>Sodium rich foods: Bacon, cold cuts, canned fish, buttermilk, dry soup mixes, and condensed soups</td>
<td>Excessive sodium increases water retention and increases blood pressure.</td>
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<tr>
<td>Diuretics (water pills)</td>
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<tr>
<td>Dyazide</td>
<td>All diuretics do not cause a loss in potassium</td>
<td>Diuretics remove extra water in the tissues. Potassium is also lost and must be replaced. Eat bananas, sweet potatoes, prunes, winter squash and raisins. May cause excessive loss of potassium and electrolytes.</td>
</tr>
<tr>
<td>Maxzide</td>
<td>Monosodium glutamate (MSG)</td>
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<tr>
<td>Hydrochlorothiazide</td>
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<tr>
<td>Antacids</td>
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<tr>
<td>Maalox, Mylanta, Amphogel, DiGel, Wingel, Riopan.</td>
<td>Thiamine Vitamin C Alkaline pH in the stomach increases the breakdown of thiamine. Long-term use reduces absorption. Antacids inhibit function of vitamin C</td>
<td></td>
</tr>
<tr>
<td>Chemotherapeutic drugs</td>
<td>Calories, Nutrients</td>
<td>Appetite suppression, vomiting, and diarrhea are common.</td>
</tr>
<tr>
<td>Aspirin (in large doses)</td>
<td>Vitamin C</td>
<td>Aspirin lowers platelet levels &amp; vitamin C.</td>
</tr>
<tr>
<td>Cholestyramine (Questran)</td>
<td>Folic acid and fat soluble vitamins (A,D,K)</td>
<td>Mineral oil decreases the absorption of these vitamins in the intestine.</td>
</tr>
<tr>
<td>Mineral oil and laxatives</td>
<td>Fat soluble vitamins (A,D,K)</td>
<td>Mineral oil decreases the absorption of these vitamins in the intestine.</td>
</tr>
<tr>
<td>Dulcolax, Ex-lax, Metamucil, etc.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oral Contraceptives</td>
<td>Vitamin C, Pyridoxin, &amp; possibly folic acid</td>
<td>Increased metabolism of these vitamins</td>
</tr>
</tbody>
</table>
## Guide To Frequently-Used Herbs

<table>
<thead>
<tr>
<th>HERB</th>
<th>USES CLAIMS (based on pure herb)</th>
<th>INTERACTIONS (based on pure herb)</th>
<th>SIDE EFFECTS</th>
<th>MISCELLANEOUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chamomile</td>
<td>Anti-spasmodic, Anti-inflammatory agent for minor mouth and gum irritations</td>
<td>Increases anticoagulant effect</td>
<td>Hypersensitivity (esp. with underlying ragweed/daisy allergies</td>
<td>Not to be used with infectious or auto-immune diseases (HIV, Tb, Lupus, MS) Prolonged use may depress immune system (use on 2-3 week on/off cycle)</td>
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<td>Echinacea</td>
<td>Immune system stimulator (for supportive treatment of cold/flu symptoms), Anti-inflammatory</td>
<td>Drug metabolized primarily by the hepatic route (ketoconizole, MTX, Amiodarone)</td>
<td>Sore throat, tingling of tongue, cross-allergy to ragweed/daisy family</td>
<td>Contraindicated in pregnancy</td>
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<tr>
<td>Feverfew</td>
<td>Decrease frequency and severity of migraines, fever reducer</td>
<td>Increases anticoagulant effect and decreases platelet aggregation</td>
<td>Mouth ulcerations and cross-allergy to ragweed/daisy family</td>
<td>Taper off - do not stop abruptly (prevents rebound effects), Contraindicated in pregnancy</td>
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<tr>
<td>Garlic</td>
<td>Improves cholesterol ratio (increases HDL &amp; decreases LDL), Decreases triglycerides Antibacterial/ Antiviral</td>
<td>Increases anticoagulant effects, decreases platelet aggregation, may decrease blood glucose</td>
<td>Odor/bad taste, Lightheadedness, mouth/stomach burning, sweating, nausea &amp; vomiting</td>
<td>Contraindicated in pregnancy Enteric-coated products reduce odor</td>
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<tr>
<td>Ginger</td>
<td>Digestive aid, prevents motion/morning sickness (not recommended due to abortive properties) Anti inflammatory</td>
<td>Increases anticoagulant effect, decreases platelet aggregation, do not take with Aspirin, Plavix, Coumadin and Vitamin E.</td>
<td>CNS depression and cardiac arrest can occur with large doses.</td>
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<td>Ginkgo Biloba</td>
<td>Improves mental alertness, memory, vertigo/tinnitus, peripheral vascular disease, overcome sexual dysfunction associated with antidepressants</td>
<td>Increases anticoagulant effect and decreases platelet aggregation</td>
<td>Diarrhea, headache, nausea and vomiting. Dermatitis when in contact with fruit and seizures in children who ingest a large amount of the seeds.</td>
<td>May take two months or more to see results, ongoing studies in Alzheimer’s patients</td>
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<td>Ginseng</td>
<td>Increases stamina (short-term use), Improves well-being (long term use), Fight off stress/fatigue, decreases cholesterol sleep aid</td>
<td>Decreases blood glucose, increases anticoagulant effect, decreases platelet aggregation, Furosemid: decreases diuretic effect, Mao inhibitors, SSRIs, TCAs: increases risk of side effects</td>
<td>Diarrhea, Nausea &amp; vomiting Pruritus, Headache Nervousness, Insomnia, Palpations Hypertension</td>
<td>Use cautiously in patients with cardiovascular disease. Can easily be adulterated (Caffeine and Ephedrine added), Contraindicated in pregnancy</td>
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<tr>
<td>Ma Huang (Ephedra)</td>
<td>Appetite suppressant (herbal Fen-Phen) (FDA warns against this use), CNS stimulant, Fights symptoms of colds and allergies (recommend Pseudoephedrine and other commercially available products)</td>
<td>Decongestants, MAO inhib., B-blockers, CNS stimulants (methylphenidate &amp; caffeine), St. John’s Wort: increases hypertensive risk, increases blood glucose Phenothiazines: tachycardia, hypotension Theophylline: increases level</td>
<td>Angina, Palpations Insomnia, Dizziness Seizures, Headache Nausea, Agitation Constipation Urinary retention Increases blood pressure &amp; heart rate</td>
<td>Not to be used for more than 7 consecutive days Deaths have occurred with use Contraindicated in pregnancy Not to be used with prostate enlargement</td>
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<tr>
<td>Saw Palmetto</td>
<td>Reduces BPH-associated problems: improves urinary flow, decreases nighttime urination, Anti-inflammatory</td>
<td>Finasteride: possible</td>
<td>Headache, diarrhea nausea, Back/abdominal pain, Urinary retention Impotence</td>
<td>Should not be handled by pregnant women, may give false-negative PSA test results (obtain a baseline before starting)</td>
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<tr>
<td>St Johns Wort</td>
<td>Antidepressant for mild to moderate depression, burns/skin lesions, reduces bronchial inflammation</td>
<td>Decongestants, MAO inhib., narcotics, CNS stimulants, Theophylline, Tyramine-containing foods, ETOH, Lithium, Ephedra, Selegiline: increases hypertensive risk SSRIs, TCA’s: Serotonin syndrome, Birth control, warfarin, digoxin, theophylline</td>
<td>Allergic reactions Constipation Dizziness Dry mouth Sleep disturbances Nausea &amp; vomiting Seizures Serotonin Syndrome</td>
<td>May cause photosensitivity reactions, poisonous to animals in large amounts, solutions may stain skin/clothes, listed as unsafe by FDA</td>
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Choose a Healthy Lifestyle

Choosing a healthy lifestyle can help you improve your health and reduce your risk of heart disease and diabetes. Healthy lifestyles include eating a healthy diet, maintaining a healthy weight, exercising regularly, quitting smoking (or not starting), and minimizing stress.

A heart healthy diet is one that is:

• Nutritious and well-balanced
• Low in saturated fat, trans fat, cholesterol, and salt
• High in fruits, vegetables, and whole grains

Maintain a Healthy Weight

Excess body fat leads to health problems such as type 2 diabetes, high blood pressure, and high cholesterol.

Having excess abdominal body fat is also a health risk. Men with a waist more than 40 inches around and women with a waist of 35 inches or more are at risk for health problems.

More than 60 percent of U.S. adults are either overweight or obese, according to the Centers for Disease Control and Prevention (CDC). While the number of overweight people has been slowly climbing since the 1980s, the number of obese adults has nearly doubled since then.

To lose weight, you must eat less and move more. Your body needs to burn more calories than you take in.

Exercise Regularly

Exercise improves heart function, lowers blood pressure and blood cholesterol, helps manage diabetes, and helps control weight.

The National Heart, Lung, and Blood Institute (NHLBI) at NIH recommends that adults get at least 30 minutes of moderate physical activity on most days of the week. Talk to your doctor about what forms of exercise are best for you.

Quit or Do Not Start Smoking

Smoking cigarettes significantly increases your risk of coronary heart disease.

Facts about smoking and coronary heart disease:

• Tobacco smoke increases your risk of atherosclerosis.
• Smokers have more than twice the risk of having a heart attack as non-smokers.

Personal Nutrition Coaching

To sign up or for more information, call (412) 777-6205.
• Smoking is the biggest risk factor for sudden cardiac death.
• Smokers who have a heart attack are more likely to die than non-smokers who have a heart attack.

In the first year that you stop smoking, your risk of coronary heart disease drops sharply. In time, your risk will gradually return to that of someone who has never smoked.

Minimize Stress
The link between stress and coronary heart disease is not entirely clear. However, people who have too much stress or who have unhealthy responses to stress may be at greater risk of having coronary heart disease.

Facts about stress and coronary heart disease:
• Stress speeds up the heart rate.
• People with heart disease are more likely to have a heart attack during times of stress.
• People sometimes respond to stress with unhealthy habits such as smoking or eating salty or high-fat foods.

Smoking: It’s Never too Late to Stop
If you have tried to quit smoking, you know how hard it can be. Quitting takes hard work and a lot of effort, but you CAN quit smoking. At Ohio Valley General Hospital, we are concerned about your well being and the effects that smoking can cause. This guide will give you information about smoking, breaking the dependence, staying free of tobacco, and a list of organizations with websites that can give you help and information.

Smoking Risks-Rules of Thumb
• Lung cancer risk increases roughly 50 to 100 percent for each cigarette you smoke per day.
• Heart disease risk increases roughly 100 percent for each pack of cigarettes you smoke per day.
• Switching to filter-tip cigarettes reduces the risk of lung cancer roughly 20 percent, but does not reduce the risk of heart disease.
• Smokers spend 27 percent more time in the hospital and more than twice as much time in intensive care units as nonsmokers.
• Each cigarette costs the smoker five to twenty minutes of life.
• A smoker is at twice the risk of dying before age 65 as a nonsmoker.

Five Keys for Quitting
Studies have shown that these five steps will help you quit for good. You have the best chances of quitting if you use them together.
1. Get ready.
2. Get support.
3. Learn new skills and behaviors.
4. Get medication and use it correctly.
5. Be prepared for relapse or difficult situations.

**Staying Free of Tobacco**
When you first quit, you probably had strong urges to smoke. After a few weeks, though, the urge became less frequent and less intense. But even after months of being smoke-free, you’re not home-free. You will always need to watch for situations that could lead to a smoking relapse.

When you feel tempted, remember you’ve resisted urges before. Go back to the work you did on your stop-smoking action plan. If you didn’t make a plan, give it a try. Review your triggers and your strategy for managing them. Remind yourself of your reasons for quitting and the benefits to your health, your finances and your loved ones.

**Additional Resources**
You can receive more support and assistance through any of the following resources:

- **Pennsylvania QUIT LINE**
  Free telephone counseling service
  (877) 724-1090

- Tobacco cessation classes at hospitals or elsewhere in the community:
  - American Cancer Society
    (Fresh Start Program)
    (800) 227-2345 or www.cancer.org
  - American Lung Association
    (Freedom from Smoking)
    www.lungusa.org
  - Nicotine Anonymous
    www.nicotine-anonymous.org
  - Smoke Stoppers
    www.smokestoppers.com

For those with Medicare: www.smokefree.gov or www.medicare.gov

**MRSA**

**What is Methicillin Resistant Staph Aureus (MRSA)?**
Staphylococcus aureus, or Staph aureus for short, is a germ (bacteria) usually found on a person’s skin and mucous membranes. It may cause infections on broken skin or in wounds. Methicillin is a type of antibiotic used to treat infections caused by Staph aureus. If Staph aureus is resistant to Methicillin, it is called Methicillin Resistant Staph aureus or (MRSA). This means that the infection may be more difficult to treat; however, there are other antibiotics that can be used.
Where can I get more information on MRSA?
Talk to your doctor or nurse, Call the Ohio Valley General Hospital Infection Control Department at (412) 777-6514 and look at the Centers for Disease Control (CDC) website: www.cdc.gov.

Open Letters

Open Letter to Highmark Blue Cross/Blue Shield Subscribers and Managed Care Subscribers
Dear Subscriber:
The increasing cost of health services is reflected in our Highmark Blue Cross and managed care rates. For this reason, Highmark Blue Cross of Western Pennsylvania and managed care is striving to help control costs by working with hospitals to assure that all admissions and inpatient stays are medically necessary and are not unnecessarily extended. To accomplish these objectives, Highmark Blue Cross and managed care will rely upon the hospital’s utilization review procedure, which is conducted either by the hospital’s staff physicians or by an independent professional review organization designated by the hospital to perform this utilization review function on its behalf.

Admissions will be reviewed, as will inpatient stays at appropriate intervals, to make certain of their validity. If it is found by the utilization review committee that your admission or your continued stay in the hospital is not medically justified, you and your attending physician will be notified.

Please be assured that as a Highmark Blue Cross and managed care plan subscriber, you will receive all the medical care to which your Agreement entitles you, without having your hospital stay needlessly extended. Hopefully, we can help many patients return home sooner to their families and friends.

An Important Message From Medicare
(For Admissions to PPS Hospitals)

Your Rights While You Are a Medicare Hospital Patient
• You have the right to receive all the hospital care that is necessary for the proper diagnosis and treatment of your illness or injury. According to Federal law, your discharge date must be determined solely by your medical needs, not by “Diagnosis Related Groups” (DRGs) or Medicare payments.
• You have the right to be fully informed about decisions affecting your Medicare coverage and payment for your hospital stay and for any post-hospital services.
• You have the right to request a review by a Quality Improvement Organization (QIO) of any written Notice of Noncoverage that you receive from the hospital stating that Medicare will no longer pay for your hospital care. QIOs are groups of doctors who are paid by the Federal
Government to review medical necessity, appropriateness, and quality of hospital treatment furnished to Medicare patients. The phone number and address of the QIO for your area is:

Quality Insights of Pennsylvania
2601 Market Place Street, Suite 320, Harrisburg, PA 17110
Telephone: (800) 322-1914

**Talk to Your Doctor About Your Stay in the Hospital**

You and your doctor know more about your condition and your health needs than anyone else. Decisions about your medical treatment should be made between you and your doctor. If you have any questions about your medical treatment, your need for continued hospital care, your discharge, or your need for possible post-hospital care, don't hesitate to ask your doctor. The hospital’s social services department can also help you with your questions and concerns about hospital services.

**If You Think You Are Being Asked to Leave the Hospital Too Soon**

- Ask a hospital representative for a written notice of explanation immediately, if you have not already received one. This notice is called a "Notice of Noncoverage." You must have this Notice of Noncoverage if you wish to exercise your right to request a review by the QIO.
- The Notice of Noncoverage will state either that your doctor or the QIO agrees with the hospital’s decision that Medicare will no longer pay for your hospital care.
  - If the hospital and your doctor agree, you will be given a Notice of Noncoverage. The QIO will respond to your request for a review of your Notice of Noncoverage, and seek your opinion. You cannot be made to pay for your hospital care until the QIO makes its decision, if you request the review by noon of the first work day after you receive the Notice of Noncoverage. You are encouraged to call the QIO immediately upon receiving the Notice of Noncoverage.
  - If the hospital and your doctor disagree, the hospital may request that the QIO review your case. If it does make such a request, the hospital is required to send you a notice to that effect. In this situation, the QIO must agree with the hospital or the hospital cannot issue a Notice of Noncoverage. You may request that the QIO reconsider your case after you receive a Notice of Noncoverage, but since the QIO has already reviewed your case once, you may have to pay for at least one day of hospital care before the QIO completes this reconsideration.

If you do not request a review, the Hospital may bill you for all the costs of your stay beginning with the third day after you receive the notice of noncoverage. The Hospital, however, cannot charge you for care unless it provides you with a notice of noncoverage.

**How to Request a Review of the Notice of Noncoverage**

- If the Notice of Noncoverage states that your physician agrees with the hospital's decision: You must make your request for review to the QIO by noon of the first work day after you receive the Notice of Noncoverage by contacting the QIO by phone or in writing.
- The QIO must ask for your views about your case before making its decision. The QIO will inform you by phone and in writing of its decision on the review.
- If the QIO agrees with the Notice of Noncoverage, you may be billed for all costs of your stay beginning at noon of the day after you receive the QIO decision.
• You will not be responsible for the cost of hospital care before you receive the QIO’s decision.
• If the Notice of Noncoverage states that the QIO agrees with the hospital’s decision:
  - You should make your request for reconsideration to the QIO immediately upon receipt of the Notice of Noncoverage by contacting the QIO by phone or in writing.
  - The QIO can take up to three working days from receipt of your request to complete the review. The QIO will inform you in writing of its decision on the review.
  - Since the QIO has already reviewed your case once, prior to issuing the Notice of Noncoverage, the hospital is permitted to begin billing you for the cost of your stay beginning with the third calendar day after you receive your Notice of Noncoverage even if the QIO has not completed its review.

Thus, if the QIO continues to agree with the Notice of Noncoverage, you may have to pay for at least one day of hospital care.

NOTE: The process described above is called "immediate review." If you miss the deadline for this immediate review while you are in the hospital, you may still request a review of Medicare’s decision to no longer pay for your care. You may do this at any point during your hospital stay or after you have left the hospital. The Notice of Noncoverage will tell you how to request this review.

Post-Hospital Care
When your doctor determines that you no longer need all the specialized services provided in a hospital, but you still require medical care, he or she may discharge you to a skilled nursing facility or home care. The discharge planner at the hospital will help arrange for the services you may need after your discharge. Medicare and supplemental insurance policies have limited coverage for skilled nursing facility care and home health care. Therefore, you should find out which services will or will not be covered and how payment will be made. Consult with your doctor, hospital discharge planner, patient representative and your family in making preparations for care after you leave the hospital. Please do not hesitate to ask questions.

Acknowledgement of Receipt - My signature acknowledges only my receipt of this message from (name of hospital) on (date), and does not waive any of my rights to request a review or make me liable for any payment.

Signature of beneficiary or person acting on behalf of beneficiary:

__________________________________________________________

Date of Receipt_______

This book is presented as a service to our patients by Ohio Valley General Hospital, and is paid for by the advertisers who are listed in the book. **OVGH in no way endorses or recommends the services in this book.**
Contractual Agreements

Some of the services provided by Ohio Valley General Hospital are based on contractual agreements with other organizations. Following is a list of services provided by outside sources:

**Hospital-Based Physicians**
Emergency Medicine: ERMI (Emergency Resource Management, Inc.)
Nuclear Medicine and Pathology: Nuclear Medicine & Pathology Associates of Pittsburgh
Radiology: Brighton Radiologists

**Diagnostic/Therapeutic Services**
Cardiac Rehabilitation: UPMC Mercy Hospital
EEG Testing: Electrodes at Work
EMG Testing: Allegheny/Chesapeake
Biomedical Engineering: E.I.L. Instruments
Hemodialysis: Bio-Medical Applications North America
Perfusion Services: Biotronics, Inc.
Select Laboratory Services: Quest Diagnostics, Inc.
Stereotactic Breast Biopsy: United Medical Services
PET Scanner: Vantage Mobile Services
Acute Rehabilitation: RehabCare Group, Inc.
Nutrition/Diabetes Education: Aramark
Orthotic/Prosthetic Services: Medical Center Brace DeLaTorre
Lithotripsy: Vantage

**Management Services**
Wound Healing Institute: National Healing
Housekeeping and Food Services: Aramark
Willow Brook Geropsychiatric Unit: Telecare

**Other Services**
Security: Allied Security
Library: UPMC Mercy Hospital
Senior Living Contracts: IntegraCare
### Medication Information

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<th>Quantity/Dosage</th>
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Questions for my Doctor

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