Being Admitted

to The Reading Hospital and Medical Center

Your Admission is scheduled:

on: _____

at: _____

The Reading Hospital and Medical Center

The Reading Hospital and Medical Center
PO Box 16052
Reading, PA 19612-6052

located at: Sixth Avenue and Spruce Street
West Reading, Pennsylvania 19611

www.readinghospital.org

4-2140 Revised 2.11

You are going to be admitted to The Reading Hospital and Medical Center. This booklet was written to help you prepare for this hospitalization. It will give you information to help before, during, and after your admission.

As you read this booklet, you may think of questions. Use this space to jot them down. Be sure to ask your doctor or nurse for the answers.

culture OF EXCELLENCE

Courtesy • Attitude • Safety • Communication • Compassion

We share our passion for excellence with everyone...every day.

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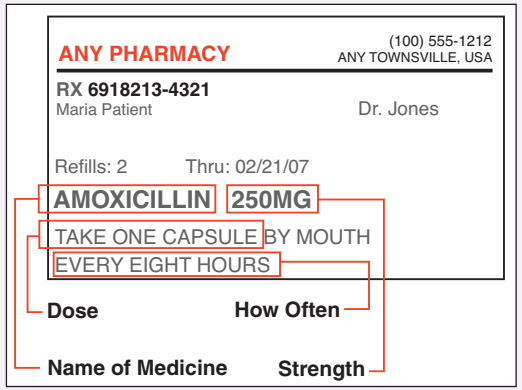
PATIENT CHECKLIST

✓ What to Bring

- ☐ Photo Identification card.
- ☐ Health benefit identification cards.
- ☐ Claim forms, referral forms, and pre-certification forms required by your health plan.
- ☐ A copy of your advance directive or living will.
- ☐ A list of *ALL* the medicines you currently take. Include prescription drugs, over-the-counter medicines, herbal remedies, vitamins, and diet pills. We need to know the exact name of the medicine, the strength, the dose you take, and how often you take it. (This information can be found on the label of all prescription drugs and other medications.)



- ☐ Sleepwear and underwear.
- ☐ Non-skid slippers or shoes that fit well.
- ☐ Toothbrush, toothpaste, deodorant, shampoo, comb, and hairbrush.
- ☐ Eyeglasses and case.
- ☐ Denture cup and supplies.
- ☐ Walker or cane if needed.
- ☐ $10 or less for snack purchases.

✓ What to Leave at Home

Please note: the Hospital is not responsible for personal belongings.

- ☐ Jewelry, wallet, credit cards, more than $10 in cash, and other valuables.
- ☐ Pagers, cellphones, laptop computers, and other personal communications or entertainment devices.
- ☐ Tobacco products. Smoking is not allowed in the Hospital or on our grounds.
- ☐ Electrical appliances.

YOUR ADMISSION APPOINTMENT

If your admission is planned, your physician's office has already made an appointment for you. Please report to the 5th Avenue Lobby reception desk on the date and time noted on the front cover, and we will escort you to our Evaluation and Treatment Center.

There specially trained nurses review the information provided by you and your physician, and perform a comprehensive nursing assessment. You will then be taken to your room, and introduced to your Care Team.

YOUR ROOM

In almost all cases, you will have a private room. The exceptions occur when community health conditions result in an unusually high number of patients requiring hospitalization.

A member of your Care Team will orient you to your room and tell you what to expect during your patient care experience. These are some of the topics:

Identification: Throughout your stay, you will have an identification bracelet on your wrist. Members of your Care Team will check your identity before giving you any medicine or treatment. We may ask you to say or spell your name, or tell us your birthdate. We will also check your name bracelet.

Safety: Be a Partner in YOUR Safety! Your safety is very important to us. While you are in the Hospital, your entire Care Team will focus on keeping you safe. We invite you and your family to play an active part in reaching our goal of safe care.

We have a program called ***Safety First: Make Safety a Priority in Your Day***, and invite you to learn more about it. This program includes: a 12-minute video; a safety poster in your room; and a safety handout for you to read. Your Care Team will review the details of our safety program with you as part of your admission process.

We will also ask questions to see if you may be at risk for falling. We will explain what we will do to help prevent falls. One important way is to always ask your nurse for help to get out of bed.

How to Call for Assistance: You can call for help from your bed or from the bathroom.

- Press the button marked NURSE on your bedside control, or on the wall in the bathroom.
- When we answer, tell us how we may help.

How to Operate the Telephone:

- Outside Calls: dial 7.
- Credit Card Calls: dial 7-0-0.
  A message will tell you what to do next.
- Operator-Assistance: dial 7-0.
- Collect Calls: dial 7-0.

Important Telephone Numbers

Hospital Information 8201
Telephone Help 8999
TV Help 8200
Billing Questions 5820

If you are calling from outside the Hospital, please dial 610-988, then the four digits.

- Share your Hospital phone number with your family and friends.
- You cannot receive calls from 10 p.m. to 7 a.m., but you are able to make calls at any time.
- Language Interpretation: many phones in the Hospital can be used by staff to link directly with interpreters for effective communication with our non-English speaking patients. Staff will make these connections on your behalf.

About Your Television: Your television service is free. It includes local, cable, and patient education programs, as well as a relaxation channel.

- Patient Education: To use our video-on-demand service for patient education, dial 6000 on your telephone and follow the voice prompts. Detailed printed instructions are included in the admission handouts you will receive from your Care Team. This option allows you to view specific healthcare videotapes when you want to watch them. The menu of videotapes available are shown on the TV screen.
- Relaxation: The C.A.R.E. Channel can be found on channel 82. This 24-hour program shows constantly changing scenes of nature, with soothing music as a background. There are no interruptions or commercials. At nighttime, the scenery is replaced by a night sky with stars and soft music. This may help you sleep better while in the Hospital. This channel is to assist patients and families in managing stress, pain, illness, and recovery.

YOUR CARE TEAM

These are the people who may be on your Care Team.

- **Attending Doctor:** this is the doctor who admitted you to the Hospital. It may be your own primary care doctor or surgeon, or it may be a hospitalist whom your own physician has contacted for your care. Hospitalists are physicians who specialize in the care of patients while in the Hospital; they then report all of your health information to your own physician, who then resumes your care when you are discharged from the Hospital.
- **Consulting Doctors:** your attending doctor may ask these specialists to help with your care.
- **Nurses:** your nursing team will include a registered nurse and patient care assistant. Their job is to help meet your daily needs.
- **IV Nurses:** special nurses who place and check your intravenous lines.
- **Case Managers:** these are specially trained nurses who make sure that you progress through your treatment and recovery as planned. They may help you decide what services you may need when you are ready to leave the Hospital.
- **Social Service:** your social service staff will help connect you with community services you may need when you are ready to leave the Hospital.
- **Chaplain:** our Chaplaincy Services Department will help you meet your needs for prayer or emotional support. Our staff may ask a chaplain to visit you during the day, or you may ask for a visit from a Protestant, Catholic, or Jewish chaplain. Your own clergy are welcome to visit at any time.
- **Patient Advocates:** their job is to listen to your concerns about Hospital services, and to make your stay as pleasant as possible.
- **Nutrition Staff:**
  - **Registered Dietitians:** these individuals work with your doctors and nurses on nutrition care, and may also teach you about your personal nutrition plan or special diet and how it affects your health.
  - **Nutrition Care Aides:** help you order your meals, give you basic information about your special diet, and keep the nurses and dietitians informed about your nutrition during your stay.
- **Therapists:**
  - **Respiratory Therapists:** these staff members evaluate and treat your breathing needs.
  - **Physical Therapists:** these individuals check that you are able to safely sit, stand, get out of bed, and walk; teach you exercises to help you get stronger; and teach you how to use crutches, cane, or a walker.
  - **Occupational Therapists:** these individuals show you how to do daily grooming and self-care tasks while you recover; teach you to use equipment that may help; and teach those helping at home how to safely care for you.
  - **Speech and Hearing Professionals:** speech and language therapists may be called in to help with swallowing or speaking difficulties; audiologists will help meet your hearing needs.
- **Technologists:**
  - **Laboratory Technologists:** these Care Team members usually visit your room to take blood samples for further study.
  - **Radiologic Technologists:** these individuals may come to your room or meet you in their department to take x-rays or perform other special studies.

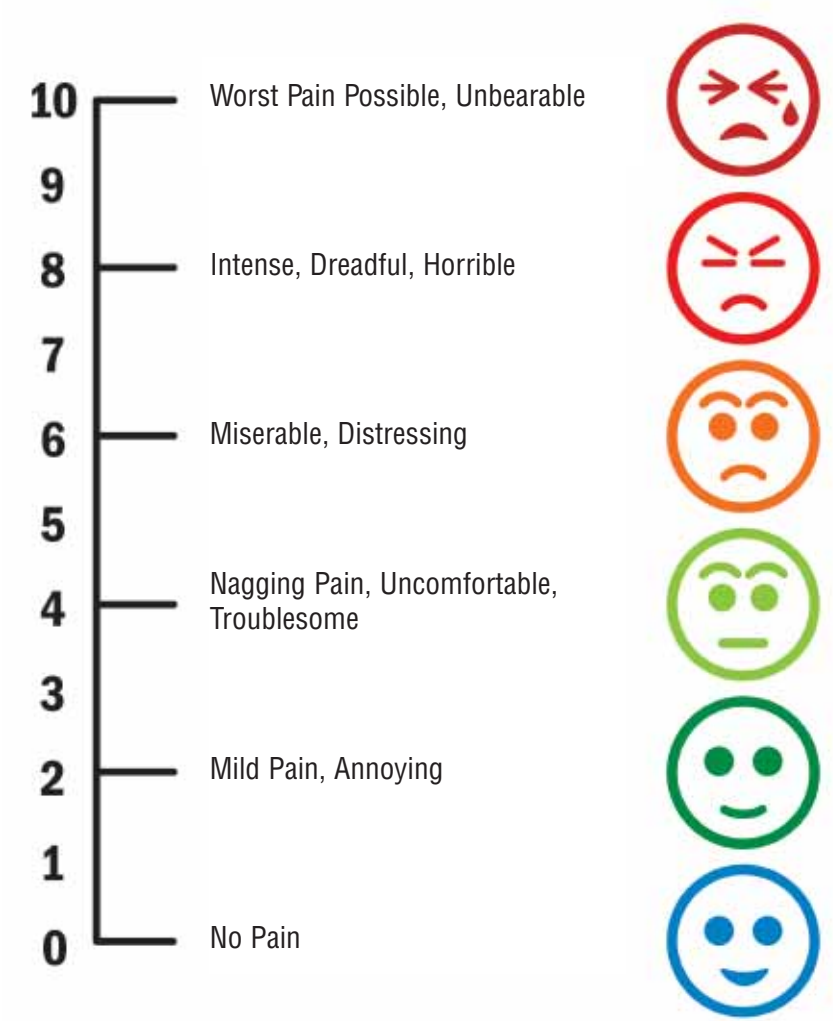
How to Contact Members of Your Care Team

Attending/Consulting Doctor:	call the doctor's office during regular office hours. Please ask your nurse if you need help in reaching the doctor.
Hospitalist:	ask your nurse.
Nurses:	use the NURSE call button.
Case Managers:	dial 8689 – weekdays, 8 a.m. to 4 p.m.
Social Service:	dial 8689 – weekdays, 8 a.m. to 4 p.m.
Chaplaincy Services:	dial 8210
Patient Advocates:	dial 8663 – weekdays, 8 a.m. to 5 p.m.
All Others:	ask your nurse to contact them for you.

PAIN MANAGEMENT

Your comfort is very important to us. As part of your treatment, your nurse and other members of your Care Team will ask you to rate any pain you may have on a scale of 0 to 10.

Pain Assessment Scale



You may be given pain medicine, and may even be able to choose from pills, shots, a suppository, patch, or constant and extra doses given in the back (epidural) or by vein (PCA or IV push). Talk about your choices with your doctor.

There are many ways to treat pain without medicine. These include: heat, cold, physical therapy, music, massage, relaxation, and imagery. You may wish to try the C.A.R.E. Channel 82 on your TV. Let us know what has worked well for you in the past.

CONCERNS

Our goal is to make your stay with us as pleasant, safe, and comfortable as possible. If you have a concern or problem, please talk with your doctor, nurse, or any member of your Care Team. Or call our Patient Advocates at 610-988-8663.

CAMPUS MAP

P Parking – Recommended parking based on your destination

SHS
PARKSIDE DRIVE SOUTH
PARKSIDE DRIVE NORTH
PARK ROAD
MUSEUM ROAD
FIFTH AVENUE
SIXTH AVENUE
SEVENTH AVENUE
SPRUCE STREET
P 5th Avenue Garage
P 6th Avenue Garage
P 7th Avenue Garage
Spruce Street Garage
Employees Only
N
E
D
DOB
R
B
C
A
G
J
M
K
SP
L
U
CDC
S

Entrance to Garage for:
- Admission Day
- Visitors for B, C, N, and R-Buildings
- Discharge Day

Entrance to Garage for:
- Surgical Admission Patients (if you were told to come to the SurgiCenter)
- Discharges from E-Building

Entrance to Garage for:
- Visitors for E-Building and Spruce Pavilion

Nursing Units and Visitor Destinations

B-Building
Vending Machines

C-Building
Nursing Units
Pediatrics Nursing Unit
Post-Anesthesia Care Unit
Chapel

D-Building
SurgiCenter
(for Surgical Admission Patients)

DOB Doctors Office Building
Esterbrook's Pharmacy

E-Building
Nursing Units
Patio Grille
Gift Shop
Vending Machines
ATM
Hospitality Lounge

N-Building
Nursing Units
Emergency Department
Medical Intensive Care Unit
Surgical Intensive Care Unit

R-Building
Nursing Units
Beginnings Maternity Center
Discharge Lounge
Neonatal Intensive Care Unit
ATM
Chapel
Tower Café
Tower Gift Shop

SP Spruce Pavilion
Nursing Unit

Other Buildings

A-Building - Nuclear Medicine & Pain Management Center

CDC Child Development Center

G-Building - Offices

J-Building - Drug & Alcohol Center

K-Building - Center for Mental Health

L-Building - Laundry

M-Building - Academic Affairs

S-Building - Training Center

SHS School of Health Sciences

U-Building - Children's Health Center

PERSONALIZE YOUR ADMISSION

Your Room Number: your room number will include the patient care building, floor, and a three-digit room number. Providing the complete room number will help your guests find you more easily when they come to visit. (Example: **N2-214** means your room is in N-Building, on the second floor, in room 214.)

Mail: cards and letters will be delivered directly to your room. They will be forwarded to your home when you are discharged.

Mail should be addressed to:

Your Name
Room Number (Example: **N2-214**)
The Reading Hospital and Medical Center
PO Box 16052
Reading, PA 19612-6052

Flowers, Fruit Baskets, and Balloons: these and similar gift items will be delivered directly to your room. They will be forwarded to your home if you have been discharged.

- *Please do not order flowers, baskets, balloons, etc., for patients in the medical, surgical, or neonatal intensive care units.*
- *Please order mylar — not latex — balloons. Many people, including members of your Care Team, have a life-threatening allergy to latex.*

Meals: you may choose your meals from the menu you receive each day at breakfast. If your doctor ordered a special meal plan for you, the menu will contain only choices within that meal plan.

Tell your nurse if you wish to order Kosher, pureed, or vegetarian meals.

Guest trays for your visitors are available. Check the next day's menu to order. *Note: there is a charge for this service; guest trays are not covered by any health benefits plan.*

Your visitors may also use the handy take-out service at Tower Café or the Patio Grille if they wish to share mealtimes with you.

Canteen Cart: a snack cart will visit the nursing unit on weekdays.

Private Duty Nursing: dial 8240 for information.

Raggedy Therapy: specially trained volunteers dressed as Raggedy Ann or Raggedy Andy will meet you, talk with you, but most of all listen to you. Ask your nurse to arrange for a visit.

Language and Sign Language Interpreters: ask your nurse.

Hairdresser: ask your nurse.

Medical Equipment when you go home: ask your nurse.

Telephone, Television, and Other Equipment for our Deaf and Hearing Impaired Patients: ask your nurse.

Support with Difficult Treatment Decisions: the Hospital's Palliative Care Team offers support to individuals facing serious illnesses or recovering from traumatic injuries. Ask your doctor or nurse for additional information about our palliative care services.

You may also ask for additional support in reviewing treatment decisions by requesting an ethics review. Ask your doctor or nurse.

VISITING INFORMATION

Our visiting guidelines are as free of restrictions as can be permitted. They are designed to provide you and our other patients with the support of your family and friends, as well as the rest, comfort, and privacy you expect and need.

- We suggest only two visitors at a time.
- Children may visit as noted here:
  - Children under the age of 12 must be accompanied by an adult responsible for their behavior and safety at all times during the visit.
  - If you are in MICU, SICU, or Isolation, children must be 15 years of age or older to visit.
  - For infants in NICU, children must be 12 years of age or older to visit.
- Members of the clergy are welcome to visit at all times.
- We strongly recommend that people with colds, viruses, and other contagious disease NOT visit. They should keep in touch by calling you.
- After-hours visiting or special exceptions may be possible. Please check with your nurse.

Visiting Hours

✦ **Medical/Surgical Units** . . . . . 11 a.m. – 8 p.m

✦ **Beginnings Maternity Center** . . . . . 24 hours at patient's discretion
- *father may remain overnight*
- *visitors MUST stop first at Nursing Station*
- *two visitors only after 8 p.m.*

✦ **Cardiac Vascular Prep & Recovery Center** . . . . 9 a.m. – 2:30 p.m. and 4:30 – 8 p.m.
- *children 13 years of age and older may visit*

✦ **Neonatal Intensive Care Unit**

Parents and Grandparents . . . . . 24 hours
Others . . . . . 1 – 8 p.m.
- only two visitors at a time
- all visitors must be accompanied by one parent
- clergy may visit unaccompanied with parent's permission
- children 12 years of age and older may visit
- visitors will be required to leave if medical needs arise

✦ **Medical Intensive Care Unit**
Surgical Intensive Care Unit . . . . . 9 a.m. – 2:30 p.m. and 4:30 – 8 p.m.
- *stop at 5th Avenue Lobby for visitors badge to allow access; must have photo ID*
- *visitors must be 15 years of age or older*

✦ **Pediatrics Nursing Unit**

Parents or Designee . . . . . 24-hour rooming-in option
Adult Visitors and Siblings . . . . . 11 a.m. – 8 p.m.

✦ **Spruce Pavilion**

Adult Patients . . . . . 12:30 – 1 p.m. and 6 – 8 p.m.
Adolescent Patients
Parents or legal guardians only . . . 7 – 8 p.m.

✦ **Post-Anesthesia Care Unit**

Adult Overnight Patients . . . . . 7:30 – 8 p.m.; two visitors only
Patients under 12 Years . . . . . no time limit; one parent only
Special-Need Patients . . . . . at nurse's discretion

NOTE: Visitors must be 15 years or older to visit in Isolation Rooms on all patient care units.

Your doctor decides when you are ready to leave the Hospital, and may visit you on the day of your discharge. To assist in your ongoing recovery, you will be given prescriptions for any new medicines you are to take, as well as instructions about continuing or stopping other medicines you were taking before your hospitalization.

Your nurse will also review other important discharge instructions about diet, physical activity, follow-up physician visits, and other information to further your recovery.

Please ask if there is anything you do not understand.

It may take several hours to prepare you to go home. We will do our best to speed the process while making sure you have the information you need to safely continue your recovery.

OUR DISCHARGE LOUNGE

To help you transition from Hospital to home, you may spend time in our comfortable Discharge Lounge. There, you may relax, watch TV, read, or talk with others while you wait for your ride home. Our Discharge Lounge staff is ready to assist you and your family in helping you head home or to another facility in a comforting and efficient manner.

PATIENT CHECKLIST

✓ Going Home

- ☐ If you need a ride home, please tell your nurse as soon as you know your date of discharge. This gives us time to make the best arrangements for you.
- ☐ Most of our patients are discharged from the 5th Avenue Lobby, so your driver should use 5th Avenue Parking Garage when he or she comes to take you home. If another discharge area is closer, your nurse will let you know so we can have your driver park at the area.
- ☐ Pack your belongings. Check your closet, drawers, bedside stand, and table to be sure you get everything. If you had valuables placed in our safe, be sure to ask your nurse to return these to you.
- ☐ Pack any special equipment and supplies that you will be taking home with you. Your nurse or other care provider will tell you which items these are.
- ☐ Be sure you have received a copy of all prescriptions for new medicines and that you understand what other medicines you should continue to take or stop taking.
- ☐ Be sure you have a copy of your discharge instructions and that you understand them.

YOUR RIGHTS

We believe that our patients, their families, friends, and support persons should be treated with respect, understanding, and compassion. These are your rights as our patient, reflecting our commitment to maintaining your personal dignity.

- You, or your representative when appropriate, have the right to be informed of all your rights at the earliest possible moment in the course of your Hospital stay.
- You have the right to receive respectful health care from competent professionals without unnecessary delay, no matter your race, color, national origin, age, language, religion, handicap, sex, sexual preference, gender identity or expression, or source of payment.
- You have the right to receive complete information about your illness and treatment in words you can understand so that you can be involved in your care planning and treatment. Your entire healthcare team is committed to giving you information and answering your questions. When not medically advisable to communicate this information to you, this information will be provided on your behalf to your next of kin or other appropriate person.
- You have the right to know the names of all the people taking care of you and their functions.
- You have the right to have a family member, friend, or support person notified promptly about your admission to the Hospital.
- You have the right to have your personal doctor notified promptly about your admission, and be kept up-to-date about your illness and treatment.
- You have the right to be told by your doctor of any test, procedure, or treatment that has risks, and to give informed consent for this test, procedure, or treatment to be done. In emergencies, or if you are too ill or otherwise cannot understand this information, you have the right to have your family member or friend told.
- You have the right to say “no” to any treatment, and to leave the Hospital at any time. You have the right to hear from your doctor what may happen if you refuse the treatment or leave.
- You have the right to be told by your doctor about any research or donor program that may be helpful to you. You have the right to have all of your questions answered, and then to give informed consent if you wish to become part of the research or donor program. You also have the

right to refuse to continue in such a program at any time. If you are too ill or otherwise unable to understand this information, your representative will receive the information, provide consent, and/or discontinue your participation in the research or donor program.

- You have the right to make choices now and to document those choices in case you become too ill to speak for yourself later. This right to choose is called an Advance Directive. You may choose someone to make healthcare decisions for you. You may also choose what treatments you would like or not like to have done.
- You have the right to see all information in your medical record within a reasonable time of your request. If your doctor feels you should not see this information for medical reasons, you have the right to have someone else review your record.
- You have the right to keep your medical record and other healthcare information confidential. You need to know that we are required by law to share some types of information. Also, we need to provide information to your benefits plan in order for your care to be covered.
- You have the right to be informed about continuing healthcare needs to be addressed following your discharge, as well as about recommended methods for addressing those needs.
- You have the right to personal privacy.
- You have the right to visitation from family members, friends, or support persons. You have the right to restrict or limit your visitors. Visitation may be restricted or limited when visitors would interfere with your care or the care of other patients.
- You have the right to receive care in a safe setting and to be free from all forms of abuse, harassment, neglect, or mistreatment.
- You have the right to be free from restraints or seclusion of any form imposed as a means of coercion, discipline, convenience, or retaliation by staff.
- You have the right to get information about the pain you may experience and ways to prevent or reduce your pain. You also have the right to prompt response when you tell us about pain you are having.
- You have the right to have interpreting services, when possible, provided at no charge if you do not speak English.

- You have the right to full information about your Hospital bill if you request it.
- You have the right to full information and counseling on the availability of known financial resources for your health care.
- You have the right to know what Hospital rules and regulations apply to your conduct as a patient.
- You have the right to expect emergency procedures to be implemented without unnecessary delay.
- You have the right to assistance in obtaining consultation with another physician at your request and your expense.
- You have the right to expect good management techniques at the Hospital to use your time effectively and avoid personal discomfort.
- You have the right to good quality care and high professional standards that are continually maintained and reviewed.
- You, when medically permissible, have the right to be transferred to another facility only after you or your representative have received complete information concerning the need for and alternatives to such a transfer. The institution to which you would be transferring must first accept you for transfer.
- You have the right to access an individual or agency authorized to act on your behalf to assert or protect your rights as set forth in this document.
- You have the right to be informed about unanticipated outcomes of care, treatment, and services.
- You have the right to access and receive an accounting of disclosures regarding your own health information as permitted by law.
- You have the right to share your concerns about the care or services you are receiving. If you have a problem or complaint, you may talk with your doctor, nurse, or any member of your healthcare team. You may also call our Patient Advocate at **610-988-8663**. You have the right to contact the Pennsylvania Department of Health, PO Box 90, Harrisburg, PA 17108. *Phone:* **800-254-5164**.
- You have the right to contact Hospital management if a concern you have about patient care or safety has not been addressed. If your concerns cannot be resolved through the Hospital, you may also contact the Joint Commission. *Phone:* **800-994-6610**.
  Email: **complaint@ jointcommission.org**

OUR RESPONSIBILITIES TO YOU

The Reading Hospital accepts these responsibilities as part of our mission to provide you with the healthcare services you need.

- We will provide the best health care possible in a safe, clean, quiet, and pleasant environment.
- We will provide education to help patients and their families understand the illness, what they can do about it, and, when possible, how to stay healthy after recovery.
- We will provide you with options for treatment that may be needed at another facility, as an outpatient, or at home.
- We will provide mental health, spiritual, and social services if requested by you or your doctor.
- We will provide a sign language interpreter at no charge. We will also provide other devices at no charge to assist our deaf and hard-of-hearing patients.
- We will provide a Patient Advocate to receive suggestions on how we can improve our services.
- We will provide you with a Patient Information booklet to help you and your family learn what to expect during your Hospital experience.

YOUR RESPONSIBILITIES TO THE HOSPITAL

To help us help them, our patients have responsibilities to provide the Hospital with certain information and support.

- Please keep your appointments with us.
- Please play an active role in your care.
- Please be open and honest with us about the health and pain management information we give you. Let us know immediately if you do not understand it, or if you feel that you cannot follow the instructions we give you.
- Please tell your doctor and healthcare team about any changes in your health, including any pain you may be experiencing.
- Please report any concerns you may have regarding your safety to any member of your healthcare team or to Hospital management. If your concern cannot be resolved by the Hospital, please contact the Joint Commission. *Phone:* **800-994-6610**. *Email:* **complaint@jointcommission.org**
- Please be considerate of our other patients by following our guidelines on the number of visitors, visiting hours, noise level, and tobacco-free environment. Please be sure that your visitors are considerate also.
- Please help us protect confidentiality and personal privacy – yours and that of our other patients.
- Please provide the benefits plan information necessary to process your Hospital bill.
- Please pay your part of the Hospital bill as soon as possible. If you think you will have problems with your bill, please let us know.

These rights and responsibilities apply to all patients, including children.

- When the patient is a minor, the parent or guardian assumes these rights on behalf of the child.
- When an adult patient is unable to exercise these rights, that patient's legally responsible representative may exercise these rights on behalf of the patient.

Revised 12.10